

[Databases selected:](#) Multiple databases...**Box-Office Star ; DVD renter Netflix uses customer-tracking software and elbow grease to keep the crowds coming.**

Kim S. Nash. *Baseline*. New York: Jan 16, 2004. Vol. 1, Iss. 26; pg. 57

Subjects: Video stores, Rentals, DVD, Software, Customer services
Classification Codes 5240, 8390, 9190
Locations: United States, US
Companies: NetFlix Corp (NAICS: 451220, 532230, Sic:7822, 7379)
Author(s): Kim S. Nash
Document types: Feature
Section: *Case Dissections & Studies*
Publication title: *Baseline*. New York: Jan 16, 2004. Vol. 1, Iss. 26; pg. 57
Source type: Periodical
ProQuest document ID: 546950231
Text Word Count 629
Document URL: <http://proquest.umi.com/pqdweb?did=546950231&sid=1&Fmt=3&clienId=19649&RQT=309&VName=PQD>

Abstract (Document Summary)

Some speculate that a big competitor such as Blockbuster may buy Netflix or that it will be stomped by Wal-Mart, which started a similar service 18 months ago for \$4.41 per month less. So far, though, Wal-Mart has only an estimated 10,000 subscribers, while incumbent [Netflix] added 200,000 customers in the last three months of 2003 alone.

Full Text (629 words)

Copyright 2004 Ziff Davis Media Inc. All Rights Reserved. Originally appearing in Baseline.

Some people say the fate of cinema is invisible downloadable bytes. Netflix says the near future is plastics - shiny, silver and round.

DVD rentals have made the six-year-old company with a \$1.3- billion market capitalization a star. Eventually, Netflix plans to offer video downloads. But for now its key advantage is a network of 21 ultra-efficient, if low-tech, fulfillment centers run largely on proprietary software.

Since it opened in April 1998, Netflix has honed and rehonored operations, including its computer technology, business model and shipping methods. Sales doubled in 2001, again in 2002 and are expected to double again when Netflix reports 2003 results this month. The company with 1.5 million customers also expects to book its first year of profits: somewhere between \$5.1 million to \$6.8 million.

Last year, Netflix patented its business model of letting a customer possess up to a certain number of rented items at once, on a rolling basis, for a regular fee. The model includes a queue, or wish list, of items the customer wants to rent someday, separating the decisions of what to rent from when to rent.

Netflix's most popular plan is a \$19.95-per-month deal for an unlimited number of DVD rentals and up to three discs at a time. Netflix offers 15,000 titles. There are no late fees and the company pays postage both ways.

Lindsey Robb of Boston, a subscriber since 2001, watches seven or eight DVDs per month. "I tell a lot of friends to join now because it's too good to last."

Some speculate that a big competitor such as Blockbuster may buy Netflix or that it will be stomped by Wal-Mart, which started a similar service 18 months ago for \$4.41 per month less. So far, though, Wal-Mart has only an estimated 10,000 subscribers, while incumbent Netflix added 200,000 customers in the last three months of 2003 alone.

Having shipping centers across the U.S. means 60% of Netflix's subscribers get their discs in one day - as long as snow, rain and gloom of night don't stop the U.S. Postal Service, which delivers Netflix's signature red envelopes. Rivals don't match that reach. Blockbuster has one fulfillment center and Wal-Mart uses just six.

The typical 8,000-square-foot Netflix shipping center requires eight to 15 workers. There are no robotic arms or radio-frequency tags. Critical tools are mundane: hip-high metal carts for moving discs around and bar-code guns linked to custom-inventory and customer-tracking software written by Netflix programmers. Set-up of a center costs \$60,000.

da-DUM. da-DUM.

Wal-Mart is new to DVD rental but concerned investors frequently ask Netflix CEO Reed Hastings how he'll compete. He usually says the online operation of the huge retailer, known for its bullet-train logistics, isn't a threat. Wal-Mart is "successful at nearly everything they've done. Walmart.com is not Wal-Mart," he said at a recent investor conference. "Walmart.com has struggled in essentially everything they've done. In our market, it's the same."

Still, moviegoers know not to underestimate a beast.

In "Jaws," the Richard Dreyfuss character warns a pompous mayor to protect his town from the giant shark, saying, "You are going to ignore this particular problem until it swims up and bites you on the ass."

The shark died, of course. Wal-Mart's not likely to.

How NetFlix Works

Headquarters: 970 University Ave., Los Gatos, CA 95032

Phone: (408) 399-3700

Business: Online DVD rentals

Vice President, Information Technology: Mike Osier

Financials, trailing 12 months: \$153 million in sales; \$2 million in profits as of Sept. 30.

Challenge: Outrun Walmart.com, which recently started a similar but less expensive DVD-by-mail rental service.

Baseline Goals:

5 million subscribers by 2007, up from 1.5 million now.

\$1 billion in annual sales by 2007, up from \$153 million.

13.2 million trial subscribers by 2007, up from 3.1 million to date.



Set	Items	Description
S1	3386827	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET) () IN
S2	1439421	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3	1287661	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	9284	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVER-Y) (1W) (LIST OR LISTS OR SEQUENCE? ?)
S5	2420465	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	2832151	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR SUPPLY??? OR SUPPLIED
S7	1898629	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N) (ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	731955	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	151	(S1 OR S2) (4N) S3 (15N) S4
S10	264411	S5 (10N) (S7 OR S8)
S11	36	S9 AND S10
S12	30	RD (unique items)

? show files

File 613:PR Newswire 1999-2006/Sep 19

(c) 2006 PR Newswire Association Inc

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

File 634:San Jose Mercury Jun 1985-2006/Sep 17

(c) 2006 San Jose Mercury News

File 624:McGraw-Hill Publications 1985-2006/Sep 19

(c) 2006 McGraw-Hill Co. Inc

12/3,K/1 (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0002188363 I6FA48E00470711DB9E1FEDBD150D9C69 (USE FORMAT 7 FOR FULLTEXT)
Plateau Delivers Industry Leading Service Levels, Wins New Customers With Hosted Customer Service Solution UCN and RightNow Technologies Partner on Complete Customer Service Solution for Demanding SLA Environment
PR Newswire
Monday, September 18, 2006 T11:00:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,206

...Challenge

In order to win new federal business, Plateau needed systems that would enable the **customer** support team to meet very stringent service level **requirements**. According to Petretich, the company had outgrown its old premises-based support system. "The old...

...percent uptime and built-in disaster recovery requirements," he said. The company's selection criteria **included** :

* Ability to scale quickly * Ability to create sophisticated, skills-based routing rules * Support for a universal, multi- **media queue** * Access to detailed inbound/outbound response time statistics

In addition, Plateau's rapid growth, while...

12/3,K/2 (Item 2 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0002170632 IEE8CCBC038F111DB9AE3BDD97A8A8963 (USE FORMAT 7 FOR FULLTEXT)
Netflix Launches 'Previews' Feature for Instant Viewing of Movie Trailers
PR Newswire
Thursday, August 31, 2006 T12:30:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 501

TEXT:

...from the member home page. Netflix's proprietary recommendation software chooses the trailers and the **order** in which they are shown based on individual **members'** movie rental and movie rating histories at Netflix. The previews run sequentially and without interruption.

...makes it even easier for Netflix members to discover movies they'll love," Mr. Hunt **added**.

The company said it designed the "Previews" feature to be fast, effortless and enjoyable. Netflix members can **add movies** to their rental **queues** directly from the "Previews" page and can watch the previews as often as they want...

...can jump to the next trailer or watch one again. Beneath those icons appear the **title** of the **movie** and an " **Add** " button so members can immediately **add** previewed **movies** to their Netflix rental **queues**.

Netflix connects members with **movies** they will love by aligning their rental and ratings histories and the ratings of other members to make personalized recommendations. The more movies **members** rate, the more recommendations they receive. Netflix has been **ranked** the number one Web site for **customer** satisfaction in three independent surveys over the past two years.

About Netflix

Netflix, Inc. is...

12/3,K/3 (Item 3 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0002012710 I1E258810CAD211DABFC7BA72E6AF7B74 (USE FORMAT 7 FOR FULLTEXT)
BLOCKBUSTER Online(R) Survey Gets Clear Picture of Movie Lovers' Interest in High-Definition DVDs Subscribers Can Begin Queuing Up HD DVD Titles on April 18th
PR Newswire
Thursday, April 13, 2006 T09:30:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 623

TEXT:

...rolling out on May 23. BLOCKBUSTER Online will carry both new formats. Subscribers can begin **adding** available HD **DVD titles** to their rental **queues** beginning April 18, and Blu-ray Disc(TM) **titles** will follow shortly thereafter.

...type of entertainment they'd most want to see on DVD in high-definition format, **subscribers** responded with the following **ranking** :

1. Action movies
2. Science fiction
3. Scenic movies
4. Family movies
5. Music and...

12/3,K/4 (Item 4 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0001909511 ID1587D407EC711DA99FFB12D566EC537 (USE FORMAT 7 FOR FULLTEXT)
Konica Minolta Announces the Availability of the KIP 3000 Wide Format Digital Copying/Printing/Scanning Solution Flexible, Adaptable Multifunctional System Ideal for Decentralized Business Environments in Need of High Quality, Wide Format Document Production
PR Newswire
Friday, January 6, 2006 T15:03:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,146

...the power to print single documents or collated sets through the network. Print jobs are **sent** to the print **queue** with the required print size, number of copies/sets, **media** selection, stamping, folding and pen

settings . KIP Request also provides remote **users** with KIP 3000 status information and remote print **queue** viewing and management.

KIP 3000 Scan-to-File

With the addition of the scan-to...

12/3,K/5 (Item 5 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0001868206 I56A33E7056B111DAABF8D560A91A4369 (USE FORMAT 7 FOR FULLTEXT)
Starting Today, GameFly(TM) to Offer Complete Selection of Xbox 360(TM) Titles Leading Video Game Rental Company Carrying Largest Selection of UMD(TM) Movies for PSP(TM)
PR Newswire
Wednesday, November 16, 2005 T14:35:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 510

...already live and has all the information a gamer could want for the new console, **including** reviews, cheats and codes, screenshots, videos, trailers, and more. GameFly subscribers can now **add** Xbox 360 **titles** to their **queues** in advance of the launch.

The Top 10 most requested Xbox 360 games, based on GameFly **subscribers** ' GameQs(TM), as of November 15, 2005 are:

Rank	Title	Publisher
1	Call of Duty 2	Activision
2	Perfect Dark Zero	Microsoft
3	Quake...	

12/3,K/6 (Item 6 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0001675982 I46ABA6B0696811D99428B78423DED9EE (USE FORMAT 7 FOR FULLTEXT)
Netflix Unveils Profiles(TM) New Family-Friendly Innovation Gives Even Greater Flexibility to Over Two Million Subscribers
PR Newswire
Tuesday, January 18, 2005 T15:00:00Z
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 523

TEXT:

...friendly feature designed to make Netflix even more flexible for its more than two million **members** . **Profiles** allow Netflix **members** to create separate movie queues for individual family **members** using a single account. With **Profiles** , individual family **members** have the flexibility to select, rent and watch the movies they want, when they want.

As part of their current membership, Netflix **members** can now create a separate **Profile** for each **member** of their household, giving family **members** with diverse movie tastes the ability to have their own personalized movie rental queues. Each...

...their own queue and receives new movies from their list as movies are returned. With **Profiles**, individual family **members** have their own sign-in name, ratings and recommendations, and even receive personalized Netflix envelopes.

Netflix

Parents can use Profiles to control their children's **queues** by setting limits on the MPAA rating of **movies** that their children can browse and **add** to their individual **queues**. Parents can determine if their children's **queues** should allow G, PG, PG-13 or R **movies**.

To assist parents, Netflix also launched its Select-by-Age categories, making browsing and selecting...

...member has the movie that is right for them at all times."

To set-up **Profiles** today, Netflix **members** can log on to their account at <http://www.netflix.com/> and click **Profiles**. The Select-By-Age Categories are available as **members** browse through movies on the Netflix site.

About Netflix

Netflix is the world's largest...

12/3,K/7 (Item 7 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

0001306396 I7899BCA0EB4D11D89C1CB57969D23D6F (USE FORMAT 7 FOR FULLTEXT)
Blockbuster Launches New Online DVD Rental Service With Several Million U.S. Households as Potential Customers, Blockbuster Plans to Capture Substantial Share of Online Rentals

PR Newswire

Wednesday, August 11, 2004 T04:01:00Z

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,218

...ads and promotional links. However, within months, BLOCKBUSTER Online users will be able to conveniently **add** and manage their **movie queue** from MSN and AOL. This is the first in a series of moves by BLOCKBUSTER...

...s Web site (<http://www.blockbuster.com/>). -- BLOCKBUSTER Online will pull the first three available **movies** in a subscriber's **queue** and **send** them to the subscriber's home. All shipping is free. -- When a BLOCKBUSTER Online subscriber is finished with a **movie**, he or she returns it in a self-addressed, postage-paid envelope provided by Blockbuster. -- Once a **movie** is returned, Blockbuster will **ship** the next available **DVD** from the subscriber's **queue**. -- Subscribers can rent unlimited **DVD movies** -- with three out at a time -- and keep them as long as they want, with...

...participating BLOCKBUSTER stores nationwide. A separate in-store membership is required. Blockbuster in-store membership **rules** and rental terms will apply. -- **Consumers** can also choose an option that allows them to have five DVDs out at a...

12/3,K/8 (Item 8 from file: 613)

DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0001306390 I3469C090EB4B11D8B04D834387180987 (USE FORMAT 7 FOR FULLTEXT)
Blockbuster Launches New Online DVD Rental Service

PR Newswire

Wednesday, August 11, 2004 T04:01:00Z

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,282

...ads and promotional links. However, within months, BLOCKBUSTER Online users will be able to conveniently **add** and manage their **movie queue** from MSN and AOL. This is the first in a series of moves by BLOCKBUSTER...

...unlimited DVD rentals, up to three out at a time, plus two free in-store **movie** rental coupons per month.

-- BLOCKBUSTER Online subscribers create and maintain a personal " **queue** " -- a list of **movie** selections -- on Blockbuster's Web site (www.blockbuster.com).

-- BLOCKBUSTER Online will pull the first three available **movies** in a subscriber's **queue** and **send** them to the subscriber's home. All shipping is free.

-- When a BLOCKBUSTER Online subscriber is finished with a **movie** , he or she returns it in a self-addressed, postage-paid envelope provided by Blockbuster.

-- Once a **movie** is returned, Blockbuster will **ship** the next available **DVD** from the subscriber's **queue** .

-- Subscribers can rent unlimited **DVD movies** -- with three out at a time -- and keep them as long as they want, with...

...participating BLOCKBUSTER stores nationwide. A separate in-store membership is required. Blockbuster in-store membership **rules** and rental terms will apply.

-- **Consumers** can also choose an option that allows them to have five DVDs out at a...

12/3,K/9 (Item 9 from file: 613)

DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

0001188202 IA384CDC0986811D8B221CFDB628D17CB (USE FORMAT 7 FOR FULLTEXT)
eOn Communications Selected by DHC Korea International Cosmetic & Skin Care Company Opens New Contact Center in Korea

PR Newswire

Tuesday, April 27, 2004 T15:50:00Z

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 754

...to offer new services and multimedia interactions, including e-mail and

chat sessions, as their **customer requirements** dictate.

"We are very pleased to be selected by one of the largest direct mail...

...About eOn eQueue(R) Multi-Media Contact Center Solution

eOn eQueue(R) is a multi- **media** contact center platform offering a comprehensive and unified solution for customer interaction management. The universal or single **queue** approach enables contact centers to interact more efficiently with their customers regardless of the **media** . The eQueue applications **include** multi- **media** routing of all interaction types with robust ACD functionality, complete telephony capability, email, Web chat...

12/3,K/10 (Item 10 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

0001188194 IA5221C50986311D8A4A7F9200C03BC0B (USE FORMAT 7 FOR FULLTEXT)

eOn Communications Selected by DHC Korea

PR Newswire

Tuesday, April 27, 2004 T15:50:00Z

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 811

...to offer new services and multimedia interactions, including e-mail and chat sessions, as their **customer requirements** dictate.

"We are very pleased to be selected by one of the largest direct mail...

...About eOn eQueue(R) Multi-Media Contact Center Solution

eOn eQueue(R) is a multi- **media** contact center platform offering a comprehensive and unified solution for customer interaction management. The universal or single **queue** approach enables contact centers to interact more efficiently with their customers regardless of the **media** . The eQueue applications **include** multi- **media** routing of all interaction types with robust ACD functionality, complete telephony capability, email, Web chat...

12/3,K/11 (Item 11 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00951847 20030320ATTH003 (USE FORMAT 7 FOR FULLTEXT)

eOn Communications Adds NeoMecca as eQueue Distribution

PR Newswire

Thursday, March 20, 2003 08:30 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 820

TEXT:

...com/cgi-bin/prnh/20010517/EONLOGO)

NeoMecca will sell and support eOn's eQueue in **order** to meet Asia's **customer** interaction management demands for reliable, comprehensive and cost-effective contact center technology. The eQueue provides...

...eOn eQueue(R) Multi-Media Contact Center Solution

The eOn eQueue(R) is a multi- **media** contact center offering a comprehensive and unified solution for customer interaction management. The universal or single **queue** approach enables contact centers to interact more efficiently with their customers regardless of the **media** . The eQueue applications **include** multi- **media** routing of all interaction types with robust ACD functionality, complete telephony capability, email, Web chat...

12/3,K/12 (Item 12 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00857957 20021121ATTH002 (USE FORMAT 7 FOR FULLTEXT)

eOn Selected to Power Customer Center for Non-profit

PR Newswire

Thursday, November 21, 2002 08:31 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,069

TEXT:

...level of customer service and efficiency as its representatives enroll organizations into a program, fulfill

orders and answer **member** questions. Through advanced routing, interactive voice response (IVR) and comprehensive reporting capabilities, the eQueue will...

...plans to add e-mail and Web chat management capabilities to their contact center in **order** to provide its **customers** with additional methods of interaction. By managing e-mail, Web chat and voice with the...

...eOn eQueue(R) Multi-Media Contact Center Solution

The eOn eQueue(R) is a multi- **media** contact center offering a comprehensive and unified solution for customer interaction management. The universal or single **queue** approach enables contact centers to interact more efficiently with their customers regardless of the **media** . The eQueue applications **include** multi- **media** routing of all interaction types with robust ACD functionality, complete telephony capability, email, Web chat...

12/3,K/13 (Item 13 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00821066 20020910NETU030 (USE FORMAT 7 FOR FULLTEXT)

Global Graphics Unveils Simple Yet Powerful Color Workflow

PR Newswire

Tuesday, September 10, 2002 13:00 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,030

TEXT:

...from multiple users in PostScript(R),
TIFF, EPS or PDF formats, even with different job **requirements** . With
little or
no set-up, **users** can drag-and-drop files to hot folders on their desktop,
soft
proof the PDF...

...well as letting users specify crop quantity, among other
functions. Jobs are automatically held in **queue** if the target output
media is
not loaded in the device.

Color management capabilities **include** pre-configured color setups and
ICC
output profiles for target proofing media and resolution, ICC...

...for most printing color standards, and automated calibration tools that
make
it easy for the **user** to create their own **profiles** to ensure optimal
quality
color from their color printer.

When bundled with high-speed, high...

12/3,K/14 (Item 14 from file: 613)

DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00759323 20020502ATTH002 (USE FORMAT 7 FOR FULLTEXT)

iVox Implements Solution from eOn Communications

PR Newswire

Thursday, May 2, 2002 08:14 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 827

TEXT:

...advanced reporting capabilities, the eQueue will enable iVox to
deliver higher quality CRM information for **customer** and prospect
profiles . In
addition, eOn will develop a custom application for iVox that will offer
enhanced storage...

...eOn eQueue(TM) Multi-Media Contact Center Solution

The eOn eQueue(TM) is a multi- **media** contact center offering a
comprehensive and unified solution for customer interaction management.
The

universal or single **queue** approach enables contact centers to more
efficiently
interact with their customers regardless of the **media** . The eQueue
applications **include** multi- **media** routing of all interaction types with
robust
ACD functionality, complete telephony capability, email, Web chat...

...CRM services

include pre-sale lead management for maximum revenue generation, relationship building/lead incubation, **order** processing, event registration, database marketing and analytics and post-sale **customer** support and growth services.

For more information, visit www.iVoxllc.com or call 888-777...

12/3,K/15 (Item 15 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00750207 20020418ATTH005 (USE FORMAT 7 FOR FULLTEXT)

Ansafone Selects eOn Communications for Contact Center

PR Newswire

Thursday, April 18, 2002 08:30 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 957

TEXT:

...move by Ansafone to provide its clients with additional methods of interaction. By managing e- **mail** , Web chat and voice with the eQueue universal

queue , Ansafone's service representatives will efficiently interact with customers regardless of the **media** .

"We are excited that Ansafone has selected the eQueue to help them grow their business...

...eOn eQueue(TM)Multi-Media Contact Center Solution

The eOn eQueue(TM) is a multi- **media** contact center offering a comprehensive and unified solution for customer interaction management. The

universal or single **queue** approach enables contact centers to more efficiently

interact with their customers regardless of the **media** . The eQueue applications **include** multi- **media** routing of all interaction types with robust

ACD functionality, complete telephony capability, email, Web chat...

...Southern California. Ansafone offers a wide range of services, including bilingual inbound/outbound telemarketing, outsourced **customer** service, third party verification, direct response **order** -

taking, catalog sales, seminar reservations and appointment **setting** , database

management, direct mail, voice mail and customized **customer** service operations. Customer service operations include real-time online data access

to client's mainframe...

12/3,K/16 (Item 16 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00742889 20020404ATTH001 (USE FORMAT 7 FOR FULLTEXT)

eOn Communications, Eyretel Partner to Deliver Performance

PR Newswire

Thursday, April 4, 2002 08:30 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,020

TEXT:

...forms of customer interactions. eOn and Eyretel will offer their combined solutions to meet the **requirements** of common **customers**, as well as collaborate to identify new business opportunities in the multi-media contact center...

...eOn's customers can turn to Eyretel for help capturing, analyzing, understanding and acting upon **customer** interactions in

order to optimize their **customer** relationships. In addition, we believe

progressive companies will benefit from eOn and Eyretel's mutual...

...eOn eQueue(TM) Multi-Media Contact Center Solution

The eOn eQueue(TM) is a multi- **media** contact center offering a comprehensive and unified solution for customer interaction management. The

universal or single **queue** approach enables contact centers to interact more

efficiently with their customers regardless of the **media**. The eQueue applications **include** multi- **media** routing of all interaction types with robust

ACD functionality, complete telephony capability, email, Web chat...

12/3,K/17 (Item 17 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00648247 20010927CGTH017 (USE FORMAT 7 FOR FULLTEXT)

Proxy Communications Adds 2nd eOn Communications System

PR Newswire

Thursday, September 27, 2001 10:28 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 926

TEXT:

...Wichita, Kansas, and Dallas locations.

Proxy's Dallas and Wichita contact centers boast nearly 200 **customer** service representatives who provide **customer** service, **order** processing, **consumer** affairs and seminar registration programs for Proxy's clients across the country. eOn's networking...

...queue.

"Our goal is to partner with our clients, offering them a complete solution for **order** processing and ongoing **customer** service," said Jill Turner,

general manager of Proxy's operations in Dallas. "eOn's eQueue...

...center offering a comprehensive

and unified solution for customer interaction management. The universal or single **queue** approach enables contact centers to interact more efficiently

with their customers regardless of the **media**. The eQueue applications **include**

multimedia routing of all interaction types with robust ACD functionality, complete telephony capability, e-mail...

...service bureau with contact

centers located in California, Kansas and Texas. Proxy specializes in inbound

order processing and **customer** service applications and partners with many

companies to develop custom solutions to fit the needs...

12/3,K/18 (Item 18 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00614835 20010724CGTU034 (USE FORMAT 7 FOR FULLTEXT)

Lillian Vernon Selects Eon Communications for Its Contact Centers

PR Newswire

Tuesday, July 24, 2001 08:56 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 917

TEXT:

...and the company's seasonal

contact center in New Rochelle, New York. More than 750 **customer** service representatives handle up to 290,000 **orders** during their peak week. eOn will

network Lillian Vernon's Virginia location with its New...

...Annual revenues exceed a quarter of a billion dollars from more than 4.4 million **orders** .

" **Customer** satisfaction is the key to the success of our business, so choosing customer contact technology...

...eOn eQueue(TM) Multi-Media Contact Center Solution

The eOn eQueue(TM) is a multi- **media** contact center offering a comprehensive and unified solution for customer interaction management. The

universal or single **queue** approach enables contact centers to more efficiently

interact with their customers regardless of the **media** . The eQueue applications **include** multi- **media** routing of all interaction types with robust

ACD functionality, complete telephony capability, e-mail, Web...

12/3,K/19 (Item 19 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00577414 20010521SFM122 (USE FORMAT 7 FOR FULLTEXT)

Genesys Launches Packaged Solutions Strategy for 'Ready-to-Run' Multimedia Contact Centers

PR Newswire

Monday, May 21, 2001 13:21 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 843

...for
intelligent customer routing and segmentation, including multimedia and
skills-based routing strategies that incorporate **customer** data, revenue
opportunities and business **rules** into the decision-making process.
Express
Edition features a single point of management across all...

...revenue" volume.
Contact center managers also can view revenue-based measurements, such as
"Revenue in **Queue** " and "Abandoned Revenue" -- all visible by **media** type
or
customer tier.

Open, Integrated Approach **Delivers** "True" Universal **Queue**

Express Edition features Genesys' proven Universal **Queue** approach to
interaction management, allowing businesses to offer the full range of
communications channels to...

12/3,K/20 (Item 20 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00499502 20010123CHTU014 (USE FORMAT 7 FOR FULLTEXT)

**Eon Communications Announces Web Chat Capability for Customer Contact
Centers And E-Centric Businesses**

PR Newswire

Tuesday, January 23, 2001 08:56 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 846

...customer can request a chat
session with an available representative. The WebCenter's fully blended
media
queue manages all Web-based interactions, offering complete control for
e-
commerce sites and call center management. Managers can route e- **mail** and
Web
communications using skills-based, dynamic and **priority** routing options,
ensuring that **customers** can communicate with the most qualified agents in
the
least amount of time. Additionally, extensive...

12/3,K/21 (Item 21 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00389833 20000807SFMM02 (USE FORMAT 7 FOR FULLTEXT)

Shugart Technology Releases Scsicalc(TM) Test Software for Storage Networks

PR Newswire

Monday, August 7, 2000 08:02 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 574

...Pending). The calculator keys are programmable to user-set
commands or sequences of commands. The **user** simply specifies which
parameters

are to be logged and subsequently automatically reported in easy to understand language. The most...

...performs production testing, field service troubleshooting and product compliance testing, and supports testing of disk, **tape**, CD-ROM, and automated data storage library devices. Some examples of test routines covered **include** discovery testing, test cases, **ordered sequences**, prompting logic, and go/no go.

Shugart Technology is developing a series of complementary test...

12/3,K/22 (Item 22 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00343430 20000530CGTU007 (USE FORMAT 7 FOR FULLTEXT)
Apropos Technology Selected by Veritas Software for Its Worldwide Technical Support Centers
PR Newswire
Tuesday, May 30, 2000 09:30 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 902

TEXT:
...VERITAS Software's customers to communicate with the technical support center through a variety of **media**, **including E-mail**, inbound and outbound voice calls and voicemail, all managed within a visual multimedia **queue**. VERITAS Software ensures the continuous availability of business-critical information by delivering integrated, cross-platform...
...companies, as well as emerging dot.coms, enabling them to effectively manage all of their **customer** interactions. Using business- **rules** driven prioritization and escalation for each interaction, companies can manage each interaction uniquely, based on...

12/3,K/23 (Item 23 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00275868 20000301SFW022 (USE FORMAT 7 FOR FULLTEXT)
Oracle Provides Comprehensive Solutions for Call Center, Web And E-Mail Customer Interactions
PR Newswire
Wednesday, March 1, 2000 08:01 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 928

TEXT:
...customer communication channels, and

by integrating all customer interactions with back-office systems. Key features **include** Interaction History, which tracks every customer interaction regardless of channel or **media**, Universal Work **Queue**, which manages and prioritizes an agent's **queue** of all incoming and outgoing communications, enabling the interaction center to operate efficiently and effectively...

...the Oracle e-business suite, the interaction center capabilities are tightly integrated with all other **customer**-related functions, including marketing, sales, service, payment and **order** history, financial information and inventory. This enables an enterprise to personalize its marketing messages, optimize...

12/3,K/24 (Item 24 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00249273 20000119SFW095 (USE FORMAT 7 FOR FULLTEXT)

Aspect Communications Announces Record Revenues for Fourth Quarter 1999

PR Newswire

Wednesday, January 19, 2000 16:10 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,937

...that the following products are generally available: Aspect Portal Multimedia which allows deployment of blended **queues** across all **media** to ensure a consistent customer experience; Aspect Customer E- **Mail** which is a comprehensive e- **mail** response management system completely integrated with the Aspect Customer Relationship Portal; a new version of...

...award winning Aspect Customer Relationship Portal since it became generally available in August 1999.

Significant **orders** received from multiple **customers** in the fourth quarter of 1999 including: Amazon.com, Avis Europe plc, Banco Popular de...

12/3,K/25 (Item 25 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00201074 19991025TO002 (USE FORMAT 7 FOR FULLTEXT)

MEDIA SYNERGY(TM)'s flonetwork(TM) EARNS COVETED TRUSTe CERTIFICATION

PR Newswire

Monday, October 25, 1999 08:31 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 679

...very important to us," said Peter Evans, vice president of marketing at Media Synergy.

``In **order** to be successful in reaching our clients' lists of

subscribers ,
members and consumers, we need to treat their information and names with absolute respect."

The TRUSTe...

...TRUSTe ``Watchdog," an easy-to-use dispute resolution mechanism. Sites that have successfully met TRUSTe **guidelines** are able to display a ``trustmark" seal to inform **users** of their participation in the program. Founded in 1997, TRUSTe is based in Cupertino, CA...

...over 30 million messages by
October 1999. flonetwork handles every aspect of an outbound e- **mail** campaign,
including : superior client services, e- **mail** **delivery** , **list** management,
targeting, testing, personalization, tracking, real-time reporting and data storage.

About **Media** Synergy

Media Synergy (<http://www.mediasynergy.com>) is a leading provider of e-mail marketing and e...

12/3,K/26 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1461612 DCM006
Baan Company Extends the Power of Customers' IT Investments With Baan E-Enterprise Solution

DATE: April 26, 1999 09:02 EDT WORD COUNT: 1,387

...generation information portals, extended supply-chains and sophisticated selling solutions."

"One of our top business **priorities** this year is to develop a Web-based **customer** - **ordering** process that integrates with our ERP system," said Robert Owen, director of IS at Microchip...

... consistency among sales channels, while leveraging the order management capabilities of ERP and offers:

Multi- **media** product catalogs, quotes and **order** **list** management.

Self-service lookups for real-time access to key information,
including

negotiated prices, product availability, sales order status, and invoices.

Available proven configuration technology enabling even...

...customized content

maintained by the purchasing department and/or a third party service.

Workflow-defined **user** limits and **rules** fully supporting approval process with **user** spending limits and **rules** . Integration with Baan ERP

for approval and processing of requisitions.

Pricing and Availability

Sample pricing...

12/3,K/27 (Item 2 from file: 813)

DIALOG(R)File 813:PR Newswire

(c) 1999 PR Newswire Association Inc. All rts. reserv.

0744011

NE001

**BISCOM ANNOUNCES NEW WINDOWS FAX CLIENT FOR AS 400 AT IBM COMMON SHOW IN
SAN ANTONIO**

DATE: September 22, 1994

09:02 EDT

WORD COUNT: 1,061

...Because the product is tightly integrated with the AS/400, however, other capabilities are available **including** : client/server access to the telephone **books** stored in the AS/400, superior AS/400 security centralized **queue** management with other fax jobs queued on the AS/400, and automatic batching of faxes...

...directory, or the AS/400-based global directory, depending on their security status. Other fax **parameters** that can specified by a **user** include fax description, send date/time, forms mask, cost center, queue priority, batch number and...

12/3,K/28 (Item 1 from file: 624)

DIALOG(R)File 624:McGraw-Hill Publications

(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

0001680628 I82BD8870D45C11DAB6CCC0240552F612

**Middle East Push; As 777 sales center on newest models, Boeing stretches
787 for a second time**

Michael Mecham; author-wrap/address/address-text.nitf location;

author-wrap/address/address-text San Francisco

Aviation Week & Space Technology, v164|volume-issue-pages/issue.nitf

pubdata-number, n14, p24

Monday, April 3, 2006

JOURNAL CODE: AW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: Magazine SECTION HEADING: World News & Analysis ISSN:

0005-2175

WORD COUNT: 1,369

TEXT:

... orders or commitments for 386 airplanes, including 298 firm orders. After Bair spoke, Qantas formally **added** the 45 787s it pledged to take last December to Boeing's firm **order list** . Two other **customers placed** a total of seven **orders** earlier this year.

The 787 order **book** is essentially committed through 2011, even though the aircraft is still two years away from...

12/3,K/29 (Item 2 from file: 624)

DIALOG(R)File 624:McGraw-Hill Publications

(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

01421757

FERC rules on generator interconnection; Wood declares end of 'slowball game'

Global Power Report (was Independent Power Report), Vol. 23, Issue 9, Pg 1
March 4, 2004

JOURNAL CODE: COG

ISSN: 1095-6441/97

WORD COUNT: 651

TEXT:

... the hope that the rule would mean the 'old slowball game' of interconnection would be 'put in the history books.' He also referred to 'the game' played in placing generators in queues waiting for hookup as 'almost numbing,' and said he hoped the rule would relieve applicants...

...hoped 'it doesn't put too much of a burden' on generators.

A commission staff member told Brownell that very little was heard about the final rule from generators, who 'were very pleased' with it.

Under FERC's rule, transmission owners can...

...system.

The 'higher-of' approach, which is longstanding policy but was not explicit in the rule as published last summer, ensures that other customers, including utilities' native load, will not subsidize the network upgrades needed by a merchant generator...

12/3,K/30 (Item 3 from file: 624)

DIALOG(R)File 624:McGraw-Hill Publications

(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

00988751

ASIA LOGS ON: Across the region, more and more businesses are discovering that they ignore the Net at their peril

By Bruce Einhorn in Hong Kong, with Manjeet Kripalani in Bombay and Michael Shari in Singapore

Business Week, Number 3614, Pg 34

February 1, 1999

JOURNAL CODE: BW

SECTION HEADING: Business Week International Editions: Asia Cover Story

ISSN: 0007-7135

WORD COUNT: 2,504

TEXT:

...away as Sweden. The Hong Kong Gen Xers, with 38 customers so far, have a waiting list of 500 and are desperately adding staff. 'Business is great,' raves Siu, who studied music at a Vienna conservatory before switching to the Internet world.

ONLINE CLINIC. In Taiwan, an... to development of the Net. Bombay's Indiabookshop.com, for instance, is able to take customer orders over the Net. But it is unable to verify credit cards online, since India does

Set	Items	Description
S1	4039383	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET) () IN
S2	1785784	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3	1561907	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	30080	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVER-Y) (1W) (LIST OR LISTS OR SEQUENCE? ?)
S5	3155689	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	3694187	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR SUPPLY??? OR SUPPLIED
S7	2576202	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N) (ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	1213189	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	73	(S1 OR S2) (3N) S3 (5N) S4
S10	431174	S5 (3N) S6
S11	22330	S10 (5N) (S7 OR S8)
S12	0	S9 (4S) S11
S13	272528	S5 (5N) (S7 OR S8)
S14	99	(S1 OR S2) (3N) S3 (S) S4
S15	22	S13 AND S14
S16	14	S15 NOT PY>2003
S17	14	RD (unique items)
S18	4495410	NEW OR ADDITIONAL OR RECOMMEND? OR SUGGEST?
S19	162273	S18 (3N) S3
S20	10140	S1 (5N) S19
S21	3	S20 (15N) S4
S22	6	S20 (S) S4
S23	6	RD (unique items)
File	15:ABI/Inform(R)	1971-2006/Sep 18 (c) 2006 ProQuest Info&Learning
File	610:Business Wire	1999-2006/Sep 19 (c) 2006 Business Wire.
File	810:Business Wire	1986-1999/Feb 28 (c) 1999 Business Wire
File	476:Financial Times Fulltext	1982-2006/Sep 18 (c) 2006 Financial Times Ltd

23/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

02855059 702886611

Jaycustomer behavior: an exploration of types and motives in the hospitality industry

Harris, Lloyd C; Reynolds, Kate L
Journal of Services Marketing v18n4/5 PP: 339-357 2004
ISSN: 0887-6045 JRNL CODE: JSV
WORD COUNT: 14568

...TEXT: people and vandals", "irate customers", and "psychiatric patients", who due to a variety of motives **including** lengthy **queues** , unavailability of **new titles** , and perceived negative staff attitude, may act in a violent or aggressive manner toward staff...

23/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

02782988 679277281

New Course of Direction for Student Housing

Adelman, David J
National Real Estate Investor v46n7 PP: 108 Jul 2004
ISSN: 0027-9994 JRNL CODE: NRE
WORD COUNT: 742

...TEXT: address. The successful redevelopment of the property has spurred additional private investment along neighboring blocks, **including** a **new** University-owned **movie** theater and upscale grocery store. Campus Apartments owns and manages more than 3,000 apartments in the area. For each, there's a **waiting list** .

Now is a great time for developers to take advantage of this profitable niche, but...

23/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00648814 92-63754

What You Can Learn from Your List Broker

Kohn, Florence
Catalog Age v9n11 PP: 137 Nov 1992
ISSN: 0740-3119 JRNL CODE: CTA
WORD COUNT: 796

...ABSTRACT: 3. Structure a circulation plan. 4. Plan mail dates and quantities. 5. Research, recommend, and **order** appropriate **lists** for the mailing. 6. Outline customer service and merchandise fulfillment requirements. 7. Analyze response information...

...structure future mailings. For more experienced mailers, brokers can also provide help in several areas, **including** : 1. **Suggest** alternative **media** opportunities. 2. Provide input on spinoffs. 3. Recommend sales techniques to increase response rates and...

23/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00592963 92-08136

Backing Up Your Data from the Ground Up

Harbin, Nancy

Computer Technology Review v11n13 PP: 40-44 Nov 1991

ISSN: 0278-9647 JRNL CODE: CTN

...ABSTRACT: manner that ensures simplicity for the workstation end user and flexibility for the LAN administrator. **Queue** management is a new backup management feature that monitors script files, keeps track of when ...

...The latest generation of integrated tape libraries provides fast, online access to information from all **tapes** and backup sets. **Suggestions** for forming a backup strategy **include** : 1. Buy good media. 2. Make sure all backup strategies are well documented.

23/3,K/5 (Item 1 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
(c) 2006 Financial Times Ltd. All rts. reserv.

0010500129 A20000102213-89-FT

TRAVEL: Go find the wilderness UPDATE JOHN WESTBROOKE:

JOHN WESTBROOKE

Financial Times, London Ed1 ED, P 17

Saturday, January 1, 2000

DOCUMENT TYPE: NEWSPAPER; Features LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT SECTION HEADING: TRAVEL

Word Count: 623

TEXT:

...7433 3684. PALACE REVOLUTION: From kings' palaces to crumbling farmhouses is the promise of Great **Places** to Stay in Europe, a **new book** from picturesque Dorling Kindersley, listing accommodation in 2000 across western Europe; Pounds 14.99, within...

...money in the city with a London Pass, offering free travel around town and free, **queue** -jumping entry to more than 40 museums, guided walks, cruises, cinemas, cathedrals and so forth...

23/3,K/6 (Item 2 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
(c) 2006 Financial Times Ltd. All rts. reserv.

0008042972 B0FGQD7ACDFT

Arts (Openings): London

Financial Times, P 13

Monday, July 17, 1995

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

Word Count: 84

TEXT:

On Friday the summer's first **queue** of promenaders will start to form outside the Royal Albert Hall. This year marks the...

...BBC Proms. With its eye fixed firmly on the future, this season is full of **new music** , **including** premieres by Berio, Birtwistle, Carter, Knussen, Reich and Weir, to name but half a dozen...

Set	Items	Description
S1	4039383	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET) () IN
S2	1785784	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3	1561907	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	30080	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVER-Y) (1W) (LIST OR LISTS OR SEQUENCE? ?)
S5	3155689	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	3694187	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR SUPPLY??? OR SUPPLIED
S7	2576202	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N) (ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	1213189	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	73	(S1 OR S2) (3N) S3 (5N) S4
S10	431174	S5 (3N) S6
S11	22330	S10 (5N) (S7 OR S8)
S12	0	S9 (4S) S11
S13	272528	S5 (5N) (S7 OR S8)
S14	99	(S1 OR S2) (3N) S3 (S) S4
S15	22	S13 AND S14
S16	14	S15 NOT PY>2003
S17	14	RD (unique items)
File	15:ABI/Inform(R)	1971-2006/Sep 18
	(c)	2006 ProQuest Info&Learning
File	610:Business Wire	1999-2006/Sep 19
	(c)	2006 Business Wire.
File	810:Business Wire	1986-1999/Feb 28
	(c)	1999 Business Wire
File	476:Financial Times Fulltext	1982-2006/Sep 18
	(c)	2006 Financial Times Ltd

17/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

02517240 207830401

Movies on demand

Mason, Sarah

IIE Solutions v34n10 PP: 24-31 Oct 2002

ISSN: 1085-1259 JRNL CODE: INE

WORD COUNT: 2611

...TEXT: another Dell PC and scanner."

With this system, each facility can fill 98 percent of **customer orders** - no small feat when the satellite centers deliberately maintain zero inventory Orders for inventory not...depend on proximity to a distribution facility and postal service. The time from when customers **mail** a **DVD** until they receive the next one ranges from two days to more than a week...

...counts as two rentals, and customers have to remember to put both discs in their **queues**. Critics contend that the average user does not normally spend \$20 per month on rentals...

17/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

02409149 152499411

Integrating contact center channels

Carothers, Michael

Customer Inter@ction Solutions v21n2 PP: 48-52 Aug 2002

JRNL CODE: TLM

WORD COUNT: 2531

...TEXT: of comprehensive and unified customer interaction applications provides the solution needed to support these new **customer requirements**. Despite the rapid pace of technological change, many companies are challenged with knowing how best...

...system allows companies to use the applications on one platform to deliver integrated voice, e- **mail** and chat **media** types. As a result, contact centers are better managed because all channels share the same database, which allows supervisors to look ahead in the **queue** to gauge conditions and better manage the company's agents.

Treatment

At this point in...will have another way to determine if the agent is meeting your company's business **rules**, and what your **customers** thought of his or her contact with your agent.

Implementation

Once your company has determined...

17/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01816377 04-67368

Building a call center: A business model

Wright, Suzanne

Credit Union Executive v39n3 PP: 4-11 May/Jun 1999

ISSN: 1053-6744 JRNL CODE: CUE

WORD COUNT: 2241

...ABSTRACT: model can help define a call-center facility that will reduce overall costs and enhance **member** service. **Guidelines** to building a call center include: 1. Define your organizational strategy. 2. Determine staffing and...

...TEXT: the voice-response unit?

Will it allow callers to leave a message in a group **mailbox** ?

Will it play **music** or a marketing message while callers are in **queue** ?

What caller information will the system display to the agent when the call arrives?

How...

17/3,K/4 (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

01423084 00-74071

Linking the Internet to the call center

Baker, Al

Telemarketing & Call Center Solutions v15n9 PP: 80-86 Mar 1997

ISSN: 0730-6156 JRNL CODE: TLM

WORD COUNT: 1864

...TEXT: blending may provide the solutions.

Today's call center sets the standard for service in **customer** interaction. Timely handling, qualified agents, **priority** status for key accounts and ties to customer database information are the norm. Similar quality...

...how media might otherwise be managed in the call center. If, for example, important, nonvoice **customer** communiques received low **priority**, those **customers** might not come back. Productivity on nonvoice transactions should not be limited to preCTI levels...

...to optimize the transaction.

While these transactions are taking place in the call center, the **media**-blending application **sends** the customer a confirmation of his or her status in the **queue**. When an appropriate agent is available, the media-blending application tells the PBX to place...video servers - and uses available information to prioritize and route the transactions in an intelligent, **orderly**, automated manner.

Prioritization of **customer** inquiries is critical. In today's call center, a call may receive a higher priority...

17/3,K/5 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01391798 00-42785

Everything you wanted to know about digital video editing at the desktop

Ozer, Jan

EMedia Professional v10n3 PP: 36-50+ Mar 1997

ISSN: 1090-946X JRNL CODE: LDP

WORD COUNT: 7851

...TEXT: projects. This allows developers to edit a number of captured clips, cutting heads and tails, **adding** filters, **titles** and other effects, selecting output options and then saving the project. When it's time to go home, you can **queue** up the projects for overnight or weekend processing, which makes for a big time saver...

...are offered at compression time. Note also that both DVP and Media Studio allow the **user** to customize filter **settings** on the time line while Premiere doesn't, neither at compression time nor on the...

17/3,K/6 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

00940043 95-89435

Video-on-demand emerges as RAID "killer application"

Ferelli, Mark

Computer Technology Review Supplement PP: 90-94 Summer/Fall 1994

ISSN: 0278-9647 JRNL CODE: CTN

WORD COUNT: 1582

...TEXT: parity, particularly on read-only, video type files."

RAID Not The Whole Answer

Responding to **customer requirements**, AT&T's next generation RAID 3 subsystem will feature a new configuration: highly variable...

...is frequently requested, it could still be in the RAID subsystem. In that case, the **film** would be **placed** in **queue** for broadcast. If the film is less popular, a request will go to an optical...

17/3,K/7 (Item 7 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

00728366 93-77587

Landing the Right Loan System Loan Automation Buyer's Guide

Stetenfeld, Beth

Credit Union Management v15n7 PP: 28-39 Jul 1992

ISSN: 0273-9267 JRNL CODE: CUM

WORD COUNT: 7284

...TEXT: to CreditRevue increases direct marketing effectiveness for financial institutions. Whether the marketing effort is direct **mail**, multi- **media** or telephone sales, CrossSell's prospect analysis and lead segmentation allow you to target the...

...screen-to-screen movements. Scripts may be used to field member inquiries. A user-maintained **Queue** Manager sends leads to appropriate sales reps, while the system automatically tracks the movement of...in the secondary market. All documentation is in full compliance with NCUA and secondary market **requirements**. Nationwide investors compete for your **member**'s mortgage by offering the lowest interest rates, The Mortgage Solution includes continuous underwriting, closing...including assets, liabilities and work history, for every borrower and co-borrower. The package incorporates **user**-defined **parameter** files to maintain control of global information, automatically calls credit bureaus for credit reports, and...

17/3,K/8 (Item 8 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00695807 93-45028
Sears' Big Book is history
Hoke, Henry Jr
Direct Marketing v55n11 PP: 80 Mar 1993
ISSN: 0012-3188 JRNL CODE: DIM
WORD COUNT: 845

...TEXT: generate big store traffic as well as mail order sales.

What about Sears' huge mail **order list**, possibly 20 million? A new unit, Sears Direct Response, is planning to explore "sponsored" catalogs...

...by revising the cover masthead to read: Montgomery Ward presents Lillian Vernon, for example. Such **books** would be **mailed** to the most productive segments of the Ward list. Montgomery Ward earns a commission on...

...test for 16 catalog companies. In only 10 weeks, a group of 4,000 ScanFone **customers** placed 1,500 **orders** valued at \$100,000.

Profound change is upon us. The digital phenomenon is worldwide. So...

17/3,K/9 (Item 9 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00648814 92-63754
What You Can Learn from Your List Broker
Kohn, Florence
Catalog Age v9n11 PP: 137 Nov 1992
ISSN: 0740-3119 JRNL CODE: CTA
WORD COUNT: 796

...ABSTRACT: 3. Structure a circulation plan. 4. Plan mail dates and quantities. 5. Research, recommend, and **order** appropriate **lists** for the mailing. 6. Outline **customer** service and merchandise fulfillment **requirements**. 7. Analyze response information and structure future mailings. For more experienced mailers, brokers can also provide help in several areas, **including**: 1. Suggest alternative **media** opportunities. 2. Provide input on spinoffs. 3. Recommend sales techniques to increase response rates and...

...TEXT: recommend and order appropriate lists for the mailing.

7. Assist you in preparing merge/purge **specifications** and key codes.
8. Outline **customer** service and merchandise fulfillment **requirements**.
9. Analyze response information and structure future mailings.

All of these value-added consulting services...

17/3,K/10 (Item 10 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00635569 92-50509
SAA Distributed File Access to the CICS Environment
Deinhart, Klaus
IBM Systems Journal v31n3 PP: 516-534 1992
ISSN: 0018-8670 JRNL CODE: ISY
WORD COUNT: 8209

...TEXT: specific to the application functions needed and the environment connected, so that a change in **user requirements** or changes in the hardware and software environment often require the programs to be modified ...applications can read and write records of individual files, thus minimizing the interference between concurrent **users**. In **order** to let **users** see the latest information as soon as possible, and to prevent one user from blocking...

...concurrent users. For example, two separate customers of a travel agency may only want to **book** a flight that **includes** a free hotel room and rental car. All these operations must be booked and confirmed...

...such as Virtual Storage Access Method (VSAM) files, databases, CICS temporary storage or transient data **queues**, or CICS messages. A CICS sync point command can perform either a commit or a...

17/3,K/11 (Item 11 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00592963 92-08136
Backing Up Your Data from the Ground Up
Harbin, Nancy
Computer Technology Review v11n13 PP: 40-44 Nov 1991
ISSN: 0278-9647 JRNL CODE: CTN

ABSTRACT: Certain objective **guidelines** can be used to help **customers** devise a strategy to protect their data. The hardest part of the process is prioritizing...

...manner that ensures simplicity for the workstation end user and flexibility for the LAN administrator. **Queue** management is a new backup management feature that monitors script files, keeps track of when...

...access to information from all tapes and backup sets. Suggestions for forming a backup strategy **include**: 1. Buy good **media**. 2. Make sure all backup strategies are well documented.

17/3,K/12 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00850124 20030210041B8944 (USE FORMAT 7 FOR FULLTEXT)
Call Center Las Vegas 2003 Exhibitor Profiles
Business Wire
Monday, February 10, 2003 17:15 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 7,004

...and their leadership teams. CCLS offers on-site training delivery, e-Learning online, and e- **Books** online. Agent Curriculum **includes** 20+ courses covering Customer Care, Call Center, and Sales skills. Leadership Skill Curriculum includes: CIAC...R) brings integrated, real-time alerts and reporting to contact centers. It collects and combines **queues** and information from ACDs, e-mail, web-service and others. It creates a single unified...Contact Center Solution offers a comprehensive, unified solution for customer interaction management. The eQueue applications **include** multi- **media** routing of all interaction types with robust ACD functionality, complete telephony capability, e-mail, Web...Intelligence is a bundled software communications application suite specifically designed to meet the demanding performance **requirements** of **customer**-driven organizations. CIC's comprehensive all-in-one architecture eliminates the cost and time associated...tools and services available. Our platform enables us to provide customized solutions designed to exceed **customer requirements** regardless of network environment.
Company:

17/3,K/13 (Item 2 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00563230 20010730211B3954 (USE FORMAT 7 FOR FULLTEXT)
Artisoft Breaks Price Performance Barrier With TeleVantage 4.0 and Comprehensive Call Center Solution-Feature-Rich Call Center Capabilities Priced at \$250 per Seat To Address Mid-Market Needs
Business Wire
Monday, July 30, 2001 08:04 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,072

...to enable "virtual" call centers staffed by contract or remote workers

-- Adjustable, data-driven call **priority** to support calls from premier **customers**

-- Graphical system administration for "point-and-click" design of **queues**

including different **music** or hold prompts depending on the **queue**, and per-agent and per- **queue** settings for permissions and agent wrap-up time

-- Flexible queue design with the ability to...

17/3,K/14 (Item 3 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00563004 20010727208B3744 (USE FORMAT 7 FOR FULLTEXT)
ICCM 2001 Exhibitor Profiles; Conference and Exposition Opens Next Week in Chicago
Business Wire
Friday, July 27, 2001 17:46 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 6,169

...Solution offers a comprehensive and unified solution for customer interaction management. The universal or single **queue** approach enables contact centers to more efficiently interact with their customers regardless of the **media**. The eQueue applications **include** multi- **media** routing of all interaction types with robust ACD ...the knowledge they have gained in the classroom with the skills they will need in **order** to successfully handle **customer** calls, while concurrently increasing the agent's productivity and proficiency levels.

Company: SpeechWorks International, Inc...

Set	Items	Description
S1	4039185	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET) () IN
S2	1785666	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3	1561828	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	510482	QUEUE OR QUEUES OR LIST OR LISTS
S5	3155512	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	3694002	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR SUPPLY??? OR SUPPLIED
S7	2576090	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N) (ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	1213153	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	4495410	NEW OR ADDITIONAL OR RECOMMEND? OR SUGGEST?
S10	24540	S5(3N)S6(3N)S7
S11	52560	S5(5N)S8
S12	162262	S9(3N)S3
S13	9655	S12(3N)(S1 OR S2)
S14	151	S13(5N)S4
S15	6	S14(4S)(S10 OR S11)
S16	6	RD (unique items)
File	15:ABI/Inform(R)	1971-2006/Sep 18 (c) 2006 ProQuest Info&Learning
File	610:Business Wire	1999-2006/Sep 19 (c) 2006 Business Wire.
File	810:Business Wire	1986-1999/Feb 28 (c) 1999 Business Wire
File	476:Financial Times Fulltext	1982-2006/Sep 18 (c) 2006 Financial Times Ltd

16/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

02349767 115652150

Multimedia ministries

Zielinski, Dave
Presentations v16n4 PP: 28-36 Apr 2002
ISSN: 1072-7531 JRNL CODE: PRS
WORD COUNT: 3886

...TEXT: economy," Barlow says. "In talking with dealers, a few even say they've switched marketing **profiles** away from corporate **customers** to the church market."

The multimedia worship experience

In addition to better equipment, today's...

...experience. For church staff, presentation software also offers a more efficient way to manage and **add new titles** to song **lists**, with no need to print and distribute song sheets.

The arrival of worship-- specific presentation...

16/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

02152387 66636288

Pioneering portals: MyLibrary@NCState

Morgan, Keith; Reade, Tripp
Information Technology & Libraries v19n4 PP: 191-198 Dec 2000
ISSN: 0730-9295 JRNL CODE: JLA
WORD COUNT: 4808

...TEXT: further exploration. However, there were, and continue to be, significant questions to answer, including scalability, **profile** enhancements, improved **user** interface, administration and maintenance, infrastructure integrity, documentation, and other issues. The immediate challenge was to...

...Current Awareness is a service allowing subscribers to receive and search on a regular basis **lists** of **new books** that are **added** to the library's collection. Using Library of Congress classification numbers, subscribers can create any...

16/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

00913969 95-63361

CD Plus: A new home for BRS

Van Camp, Ann J
Online v18n5 PP: 61-68 Sep/Oct 1994
ISSN: 0146-5422 JRNL CODE: ONL
WORD COUNT: 4018

...TEXT: a valuable asset and one of the reasons CD Plus acquired BRS.
According to a **Customer Profile** in second issue of the BRS Colleague ->
CDP Colleague newsletter, Emory University Health Science Center...

...sources as well as providing graphics capabilities to display charts,
tables and figures. My wish **list** for **new** titles includes all
American Medical Association journals, the removed Saunders titles such as
Current Therapy, and updated...

16/3,K/4 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

0001276930 I13E4F580BC0911D99B6782DB3B3692F7 (USE FORMAT 7 FOR FULLTEXT)
Traffic.com Secures \$20 Million in Funding; Product Innovation, New Partnerships, and Expanding Coverage Also Mark First Quarter Milestones
Business Wire
Tuesday, May 3, 2005 T18:27:00Z
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 771

...cityscapes through which their viewers drive daily.

An expanding partner and client list includes high- **profile customers** .

Nearly all independent radio stations and over 40 television and cable
stations are included among Traffic.com's growing **list** of partners. **New**
high- **profile broadcast media customers include** The Weather Channel,
twelve additional Viacom-owned CBS and UPN television stations, Cox Radio
Stations...

16/3,K/5 (Item 2 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00804137 20021104308B5873 (USE FORMAT 7 FOR FULLTEXT)
Belgium's Fortis Bank Selects Convera to Power Secure Section of Corporate Intranet
Business Wire
Monday, November 4, 2002 08:05 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 790

...soon as a new document is posted
that is relevant to their interests.

The software **delivers a list of new titles** each morning that match
a **user's profile** , with links to the full documents. **Users** can quickly modify or
update **profiles** using the intranet, making the system particularly valuable.

Prior to the installation of RetrievalWare, as...

16/3,K/6 (Item 3 from file: 610)

DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00736968 20020626177B0556 (USE FORMAT 7 FOR FULLTEXT)

Buy.com Book Sales Soar; Book Revenue Increases by More Than 800%, New Customer Accounts Nearly Triple

Business Wire

Wednesday, June 26, 2002 08:05 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 492

...that customers seem to be looking for: lowest prices, free shipping, largest selection and excellent **customer** service. If

those are the **parameters** -- as **consumers** have indicated today -- then Buy.com will win their business every time."

Buy.com has...

...features a catalog of more than 1 million book titles in a variety of categories, **including New York Times Bestseller titles** currently offered at 50% off **list** price.

"Consumers are realizing that Buy.com has a large book selection and that we...

Set	Items	Description
S1	18512883	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2	11494063	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT OR MAN-AG???
S3	7115823	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	181298	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVERY OR RENTAL) (1W) (LIST OR LISTS OR SEQUENCE? ?)
S5	10938217	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	13782586	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR SUPPLY??? OR SUPPLIED
S7	11240012	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N) (ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	2904825	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	513	(S1 OR S2) (4N) S3 (10N) S4
S10	622926	S5 (7N) (S7 OR S8)
S11	34	S9 (4S) S10
S12	21	S11 NOT PY>2003
S13	21	RD (unique items)
File	20:Dialog Global Reporter 1997-2006/Sep 19	
	(c) 2006 Dialog	

13/3,K/1

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

31141491 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Sonic Debuts DVD Producer 4 and SD-2000 Encoding for Windows XP Professional; New Features, Power, and Productivity for Creative DVD Producers

BUSINESS WIRE

September 12, 2003

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1192

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... from the authoring system that exactly matches the playback characteristics of a DVD player to **deliver** WYSIWYG title checking during the authoring process. **Playlist Manager - DVD Producer 4** allows **users** to simply create multiple independent playback **order lists** of their **DVDs** assets with up to 64,000 possible links, controlling all aspects of starting position, audio...

13/3,K/2

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

30010563 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Netflix Selects Imperial SSD Accelerators for Application Speed Up; 20 Times Faster Performance Than Disk

BUSINESS WIRE

July 07, 2003

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 549

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... subscribers with generally next-day delivery. The company also provides background information on DVD releases, **including** critic reviews, member reviews and ratings, and personalized **movie** recommendations.

"Every **customer order** generates multiple database inquiries, which makes the **customer** rental **queue** table, or list of **movies** the customer is waiting for, a critical one that requires high I/O rates," said...

13/3,K/3

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

26923156 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Motors (A Month On Route 66): Hanging a right for Leon's diner - The 'Main Street of America' and the 'Mother Road' it has become a motoring icon. So where else would you find Geoff Hill

IRISH TIMES

January 08, 2003

JOURNAL CODE: FIRT LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1046

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... ordered, then sat in their cars and tucked in. Sort of like a drive-in **movie** without the **movie**. I took my **place** in the **queue** and finally arrived at the window.

If you've ever eaten in America, you will...

13/3,K/4

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

26748441 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Health Issues new-to-market names via IDM

PRECISION MARKETING

December 20, 2002

JOURNAL CODE: FPM LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 174

Health Issues, the health **book** publisher, has released its mail **order list** of 63,446 named **customers** through Independent Direct Marketing (IDM). The new-to-market list consists of individuals who have ...

13/3,K/5

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

25217160 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Starting out

Wendy Grossman

DAILY TELEGRAPH

September 30, 2002

JOURNAL CODE: FDTL LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 728

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... if 100 people sign up for the service tomorrow, and 80 of them put that **title** in their rental **queues** ...

The company has recently, in response to customer requests, **added** sections for TV shows and Indian **movies**.

Mr Gardner and Mr Boshier funded the company themselves until the launch. A couple of...

13/3,K/6

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

24869274 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Global Graphics: Global Graphics unveils simple yet powerful color workflow solution for desktop and large format proofing and printing

M2 PRESSWIRE

September 10, 2002

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 988

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... well as letting users specify crop quantity, among other functions. Jobs are automatically held in **queue** if the target output **media** is not loaded in the device.

Color management capabilities **include** pre-configured color setups and ICC output profiles for target proofing media and resolution, ICC...

... for most printing color standards, and automated calibration tools that make it easy for the **user** to create their own **profiles** to ensure optimal quality color from their color printer.

When bundled with high-speed, high...

13/3,K/7

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

24869061 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Global Graphics(R) Unveils Simple Yet Powerful Color Workflow Solution For Desktop and Large-Format Proofing and Printing

PR NEWSWIRE (US)

September 10, 2002

JOURNAL CODE: WPRU LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 995

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... well as letting users specify crop quantity, among other functions. Jobs are automatically held in **queue** if the target output **media** is not loaded in the device.

Color management capabilities **include** pre-configured color setups and ICC output profiles for target proofing media and resolution, ICC...

... for most printing color standards, and automated calibration tools that make it easy for the **user** to create their own **profiles** to ensure optimal quality color from their color printer.

When bundled with high-speed, high...

13/3,K/8

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

24087716 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Plasmon Announces Two New AIT Tape Autoloaders; Provides Users an Ideal Entry Into Automated Data Storage

PR NEWSWIRE (US)

July 26, 2002

JOURNAL CODE: WPRU LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 705

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... for high capacity, high performance, affordable, reliable and scalable data storage."

The new Plasmon AIT **tape** autoloaders are certified by all the major backup software developers. Available for immediate **delivery**, **list** prices start at \$8000.

Plasmon also designs and manufactures **tape** libraries for LTO technology with native storage capacities up to 10.2TB. "The new AIT...

13/3,K/9

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

18870612 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Nortel Networks Rolls Out Business Communications Manager 2.5 in Europe

BUSINESS WIRE

September 18, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 761

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... 80 call centre agents and increases in the number of skill sets, call treatments and **queues** that can be configured. BCM 2.5 also **includes** multi-**media** call centre functionality, **including** Voice Button for call center/Web page integration.

Upgrade kits will be available for existing...

13/3,K/10

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

18073612 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Artisoft Breaks Price Performance Barrier With TeleVantage 4.0 and Comprehensive Call Center Solution

BUSINESS WIRE

July 30, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1067

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... to support calls from premier customers

-- Graphical system administration for "point-and-click" design of **queues**, **including** different **music** or hold prompts depending on the **queue**, and per-agent and per-**queue** settings for permissions and agent wrap-up time

-- Flexible queue design with the ability to...

13/3,K/11

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

16793621 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Genesys Launches Packaged Solutions Strategy for 'Ready-to-Run' Multimedia Contact Centers

PR NEWSWIRE

May 21, 2001

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 829

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... business data such as "gold-tier" customer transactions and "up-sell revenue" volume. Contact center **managers** also can view revenue-based measurements, such as "Revenue in **Queue**" and "Abandoned

Revenue" -- all visible by **media** type or customer tier.

Open, Integrated Approach **Delivers** "True" Universal **Queue**

Express Edition features Genesys' proven Universal Queue approach to interaction management, allowing businesses to offer...

13/3,K/12

DIALOG(R)File 20:Dialog Global Reporter

(c) 2006 Dialog. All rts. reserv.

16664735 (USE FORMAT 7 OR 9 FOR FULLTEXT)

GENESYS: Genesys launches packaged solutions strategy for 'ready to run' multimedia contact centres; New Genesys Express line of solutions to speed deployments with model environments for routing, reporting and measurement

M2 PRESSWIRE

May 14, 2001

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 850

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... business data such as "gold-tier" customer transactions and "up-sell revenue" volume. Contact centre **managers** also can view revenue-based measurements, such as "Revenue in **Queue** " and "Abandoned Revenue" - all visible by **media** type or customer tier.

Open, Integrated Approach **Delivers** "True" Universal **Queue**

Express Edition features Genesys' proven Universal Queue approach to interaction management, allowing businesses to offer...

13/3,K/13

DIALOG(R)File 20:Dialog Global Reporter

(c) 2006 Dialog. All rts. reserv.

15033964 (USE FORMAT 7 OR 9 FOR FULLTEXT)

eOn Communications Announces Web Chat Capability for Customer Contact Centers and e-Centric Businesses

PR NEWSWIRE

January 23, 2001

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 804

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... center management. Managers can route e-mail and Web communications using skills-based, dynamic and **priority** routing options, ensuring that **customers** can communicate with the most qualified agents in the least amount of time. Additionally, extensive...

13/3,K/14

DIALOG(R)File 20:Dialog Global Reporter

(c) 2006 Dialog. All rts. reserv.

12899131 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Cisco Systems Ships Version 4.0 of Its E-mail Messaging System, Cisco E-Mail Manager; Cisco E-Mail Manager Key Component of Cisco Customer Contact Software Platform

BUSINESS WIRE

September 19, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1099

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... allows
 business administrators to create and manage a sophisticated
 set of hierarchical business rules for **managing** a large volume
 of free-form e- **mail** , structured forms, and other **media** ;
 -- Effective management tools that provide contact center
 managers the ability to monitor and assign message **queues** to
 ensure service level goals are being met;
 -- Flexible productivity tools that give managers the...

13/3,K/15DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

12190859 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**New Alcatel Software Extends Multi-Media Customer Interaction and
E-business Capabilities to Contact Centers**

BUSINESS WIRE

August 01, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 760

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... s patented main display features a matrix that a supervisor can use
to assign multi- **media** contacts to **queues** and **manage** and monitor
distribution of the contacts to the appropriate agent groups. Easy-to-read
icons...

13/3,K/16DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

11176708 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Baan Extends its Business-to-Business Sales And Marketing Solution With
Launch of New E-CRM Suite**

PR NEWSWIRE

May 24, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 937

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... qualification -- or response to inbound enquiries -- whether via
telephone, Web or email -- can also be **managed** by the interaction team.
Incoming interactions are **managed** in one multi- **media** **queue** ,
identified automatically, prioritized by reference to customer or prospect
data, and allocated to the most...

13/3,K/17DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

09238073 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Aspect Communications Announces Record Revenues for Fourth Quarter 1999

PR NEWSWIRE

January 19, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1112

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... award winning Aspect Customer Relationship Portal since it became generally available in August 1999.

Significant **orders** received from multiple **customers** in the fourth quarter of 1999 including: Amazon.com, Avis Europe plc, Banco Popular de...

13/3,K/18

DIALOG(R)File 20:Dialog Global Reporter

(c) 2006 Dialog. All rts. reserv.

08041057 (USE FORMAT 7 OR 9 FOR FULLTEXT)

24/7 Media Introduces "24/7 Connect", Next Generation Online Ad Serving and Management System

BUSINESS WIRE

November 02, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 704

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... ad delivery with 24/7 Mail, sponsorship, and local market components, allowing advertisers to effectively **manage** both online and offline campaigns. 24/7 Connect will also offer an industry-first e- **mail delivery** and **list** management module to support 24/7 **Media** 's pioneering email division.

The Company also announced that in August 1999, it received a...

... Product" solution and pre-built targeted packages, representing a compendium of the most frequently requested **user** targeting **profiles** . For Web publishers, 24/7 Connect includes a fully automated targeted advertisement screening process, simplified...

13/3,K/19

DIALOG(R)File 20:Dialog Global Reporter

(c) 2006 Dialog. All rts. reserv.

05020590 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Sonic Solutions Automates DVD-Video and DVD-ROM Production; Web-based Sonic AutoDVD Maximizes DVD Production Throughput

BUSINESS WIRE

April 20, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 897

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... a leader in advancing DVD-Video and DVD-Audio technology and is a full voting- **member** of the DVD Forum, the standards- **setting** body for the DVD format. Sonic Solutions can be contacted on the web at www...

13/3,K/20

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

03627157 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Applix And ATIO Unveil CyberCall for Applix Enterprise, the First
Communication-Centered Customer Relationship Management Solution**

BUSINESS WIRE

December 02, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1191

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... s needs rather than sending the request to various departments around the company, while the **customer** is waiting for the **order** to be filled. This ensures that the **customer** will get the exact respirator they need, without time delays in getting it to the...

13/3,K/21

DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

03177325 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Video B-Roll Via Satellite - Chaptersglobe.Com Launches: Canada's Largest
Online Bookstore Open For Business**

CANADA NEWSWIRE

October 20, 1998 10:54

JOURNAL CODE: WCNW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 207

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... sample of audio interview from web site, shots of Chapters stores and The Globe and **Mail**, shots of Chapter's state-of-the-art fulfilment centre, shots of book **order** selection **sequence**, shots of **customers** browsing.

STATIONS FOR FURTHER INFORMATION, PLEASE CALL: Shari Schwartz or Scott Evans, Fleishman-Hillard (416...

Set	Items	Description
S1	19201	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET) () IN
S2	12959	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT OR MAN-AG???
S3	5212	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	107	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVERY OR RENTAL) (1W) (LIST OR LISTS OR SEQUENCE? ?)
S5	19300	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	22440	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR SUPPLY??? OR SUPPLIED
S7	7172	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N) (ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	2367	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	2962	(S1 OR S2) (S) S3
S10	13	S9 AND S4
S11	5	S10 AND (S7 OR S8)

File 256:TecInfoSource 82-2006/Jan
(c) 2006 Info.Sources Inc

11/3,K/1

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

02778478 DOCUMENT TYPE: Company

Alibris (778478)

1250 45th St #100
Emeryville, CA 94608 United States
TELEPHONE: (510) 594-4552
FAX: (510) 652-2403
HOMEPAGE: <http://www.alibris.com>
EMAIL: info@alibris.com

FILE SEGMENT: Directory

CONTACT: Sales Department

EQUITY TYPE: Private
STATUS: Active

SALES: NA

DATE FOUNDED: 1993

REVISION DATE: 00000000

...known for its Alibris.com Web site, which sells used, new, and out-of-print **books**, CDs, vinyl records, **DVDs**, and **VHS tapes** to general consumers, libraries, wholesalers, and retailers. The firm's catalog encompasses 60 million **titles**. The company keeps 500,000 **titles** in stock. It lists **books** from 3,500 booksellers in 22 countries. Alibris offers libraries consolidating shipping, free search, collection development consulting, and other services. It provides wholesalers with customized **order** fulfillment services. The company offers retailers Electronic Data Interchange (EDI) **ordering** and invoicing, branded customer fulfillment processing, and other tools. Alibris provides all customers with online account management, **ordering**, wish **list**, and **title**, author, and subject search tools. The **Book Fetch** service notifies customers about requested **books** that have been **added** to the Alibris inventory.

11/3,K/2

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

00157275 DOCUMENT TYPE: Review

PRODUCT NAMES: ActiveBatch 5.0 (103373)

TITLE: ActiveBatch Deftly Juggles OS Jobs With Finesse

AUTHOR: McCown, Sean

SOURCE: InfoWorld, v27 n45 p60(2) Nov 7, 2005

ISSN: 0199-6649

HOMEPAGE: <http://www.infoworld.com>

FILE SEGMENT: Review

RECORD TYPE: Review

GRADE: A

REVISION DATE: 20060200

...Systems Conceptsk ActiveBatch 5.0 gets excellent marks for tools that allow administrators to easily **manage** and automate jobs. Manageability gets the highest possible marks. Many different views of enterprise jobs...

...staff can see current status and instantly view the result of each job in the **queue** . Icons in the System View show job dependencies and workflow and are color-coded according...

...operating center), all can see when a problem occurs and where it occurred. A Run **Book** shows job schedules in a calendar view, and the Daily Activity View displays job executions...

...up a situation in which ActiveBatch copied and deleted files between servers. ActiveBatch also e- **mailed** results and performed some actions when a step on the workflow failed. The test was...

...for a month. ActiveBatch never failed and was stable, quick, and easy to monitor and **manage** . When a job fails, ActiveBatch can prevent follow-on jobs from launching, and when any job fails, the solution triggers various actions, **including** with workflow, in **order** to fix known problems and restart the process from any point.

11/3,K/3

DIALOG(R)File 256:TecInfoSource

(c) 2006 Info.Sources Inc. All rts. reserv.

00151259 DOCUMENT TYPE: Review

PRODUCT NAMES: NetFlix.com Inc--Company News (876631)

TITLE: Box-Office Star: DVD renter Netflix uses customer-tracking...

AUTHOR: Nash, Kim S

SOURCE: Baseline, v26 p57(3) Jan 2004

HOME PAGE: <http://www.baselinemag.com>

FILE SEGMENT: Review

RECORD TYPE: Company

REVISION DATE: 20040730

Netflix, which rents **DVDs** online, uses customer-tracking software and hard work to grow its business, but faces competition...

...rented items at any given time, on a rolling basis, for a regular fee. A **queue** of wish list of items desired for rental by the customer in the future is...

...fulfillment center, and Wal-Mart using six. Netflix's five steps for obtaining and shipping **DVDs** are described. The customer starts the process by surfing to the Web site and browsing **DVD titles** to be rented and queued, and Netflix's proprietary software checks inventory at the nearest fulfillment center or the next closest if required, and the **order** is **shipped** . The customer receives and watches the **DVD** and then returns in via the USPS in a tear-off self- **mailer** . When the **DVD** goes back to the fulfillment center, the barcode is scanned to update inventory and the ...

...The cycle starts all over again when return is confirmed; the subscriber receives an e- **mail** asking for a rating.

DESCRIPTORS: E-Commerce; Entertainment Industry; **Order** Fulfillment;
Video Stores

11/3,K/4

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

00146644 DOCUMENT TYPE: Review

PRODUCT NAMES: Digital Video (830268); cleaner XL (174068)

TITLE: Cleaner Than Before: Discreet introduces its new cleaner XL...

AUTHOR: Turner, Bob

SOURCE: Video Systems, v29 n3 p31(3) Mar 2003

ISSN: 0361-0942

HOME PAGE: <http://www.videosystems.com>

FILE SEGMENT: Review

RECORD TYPE: Review

GRADE: A

REVISION DATE: 20030830

...and the operations workflow are compelling, and designers apparently have taken lessons from earlier products, **including** Cleaner Central. With cleaner XL, discreet's engineers have designed a new workflow based on...

...concept of a job document. The job is based on a specific type of input **media**, and designers provide a new, more automated information where content sources are listed. The Output **Profile** and destination locations are also shown. Output **Profiles** store all encoding values, **including** all filtering values. When the job is encoded, each Output **Profile** is encoded with each source file. Users can create templates to use setups over and over, and an earlier job also can serve as a template. Each Output **Profile** can have more than one Destination with it. Job **Queue** lists job documents, and with Watch Folders, cleaner XL assigns a **setting** and output to a location instead of a particular file. Users can create folders on...

11/3,K/5

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

00143039 DOCUMENT TYPE: Review

PRODUCT NAMES: EDS--Company News (852708)

TITLE: Subscription Fulfillment Division Was Never a Good Fit, EDS Says

AUTHOR: Bremner, Kristen

SOURCE: DMNews, v24 n36 p1(2) Sep 30, 2002

ISSN: 0194-3588

HOME PAGE: <http://www.dmnews.com>

FILE SEGMENT: Review

RECORD TYPE: Company

REVISION DATE: 20030330

...began in 1949 as the subscription fulfillment unit of 'Esquire' magazine and has provided subscription **order** management, **list** conversion, payment processing and billing, and label preparation and distribution for publishing clients in the consumer and business magazine and **book** publishing markets. About 20 potential buyers are interested in the division. However, a few large clients left EDS for competitors over the last year, **including** Conde Nast and Gruner + Jahr USA Publishing, which moved their subscription fulfillment processing to Communications...

[<< Back to Document View](#)

Databases selected: Multiple databases...

Netflix Spotlights the '70s in American Film: Filmmakers and Movie Experts Discuss Impact on American Culture

PR Newswire. New York: Jun 18, 2003. pg. 1

Companies: NetFlix (NAICS: 451220, Sic:7822, 7379)

Dateline: New York, California

Publication title: PR Newswire. New York: Jun 18, 2003. pg. 1

Source type: Wire feed

ProQuest document ID: 348596301

Text Word Count 617

Document URL: <http://proquest.umi.com/pqdweb?did=348596301&sid=1&Fmt=3&cliEntId=19649&RQT=309&VName=PQD>

Abstract (Document Summary)

Launched in 1998, Netflix is the world's largest online movie rental service, providing more than one million subscribers with access to a comprehensive library of more than 15,000 DVD titles. For \$19.95 a month, Netflix subscribers can rent as many DVDs as they want, with three movies out at a time, and keep them for as long as they like. There are no due dates and no late fees. DVDs are delivered directly to the subscriber's address by first-class mail from shipping centers throughout the United States. Netflix can reach more than half of its subscribers with generally next-day delivery. The company also provides background information on DVD releases, including critic reviews, member reviews and ratings and personalized movie recommendations. SOURCE Netflix

Today Netflix (Nasdaq: NFLX) celebrates this groundbreaking period in cinema with a panel discussion for members of the national media called Decade Uncovered. This inaugural event begins at 3 p.m. in Good Morning America's Times Square Studio. Cinematic pioneers will talk about how landmark movies such as "Taxi Driver," "Apocalypse Now," "Annie Hall" and "Midnight Cowboy" revealed and changed American life and influenced later filmmakers. Netflix will post a 30-minute highlight video of the discussion early next month at Netflix.com. Panelists include:

Full Text (617 words)*Copyright PR Newswire - NY Jun 18, 2003*

Leading DVD Rental Company Introduces a New Generation to Cinematic Milestones

NEW YORK, June 18 /PRNewswire-FirstCall/ -- In the 1970s, Americans wrestled with psychological demons, questioned their government and refashioned their roles in society and family. And for the first time, American filmmakers won the freedom to make gritty movies that dealt with such issues frankly, without artificial happy endings.

Today Netflix (Nasdaq: NFLX) celebrates this groundbreaking period in cinema with a panel discussion for members of the national media called Decade Uncovered. This inaugural event begins at 3 p.m. in Good Morning America's Times Square Studio. Cinematic pioneers will talk about how landmark movies such as "Taxi Driver," "Apocalypse Now," "Annie Hall" and "Midnight Cowboy" revealed and changed American life and influenced later filmmakers. Netflix will post a 30-minute highlight video of the discussion early next month at Netflix.com. Panelists include:

-- Paul Schrader, writer of "Taxi Driver" and "Raging Bull" for director

Martin Scorsese and writer/director of "American Gigolo," and other

films

-- Eric Pleskow, founder of Orion Pictures, which won four best- picture

Oscars under his leadership and CEO of United Artists while its movies

won 10 best-picture Oscars.

-- Reed Hastings, Netflix founder and CEO

-- James Rocchi, Netflix film critic

-- Richard LaGravenese, director of the new 1970s moviemaking documentary

"A Decade Under The Influence" for the Independent Film Channel (IFC).

The Decade Uncovered event draws attention to Netflix's partnership with IFC and the new documentary. In it, pioneering writers, directors and actors talk about the '70s, their films and their colleagues. They are interviewed by a younger generation of filmmakers who elicit passionate insights and previously untold stories. LaGravenese completed the film after the death of original writer-director Ted Demme (Blow).

The film premiered at Sundance in January and will debut on IFC Aug. 20. On Aug. 26, it will become available for rental exclusively by Netflix members. Members may add the title to their online rental queues now in advance of the release. Members use their queues to list DVDs they want to rent from Netflix's comprehensive library of more than 15,000 titles.

Netflix members agreed in a recent survey that the films of the '70s had more impact on American culture and language than any other decade's. With elements of '70s fashion making a resurgence, young adults are getting interested in the films, but many need help choosing what to watch.

"Decade Uncovered enables us to showcase the best films of an era and share them with a new generation of movie lovers," Netflix CEO Hastings said. "We are committed to bringing a wide range of films to movie enthusiasts, from new releases to hard-to-get classics. Our partnership with IFC further underscores our commitment to offering Netflix members unique content they can only find with our service."

Each year, Netflix's Decade Uncovered event will feature a different decade in filmmaking.

About Netflix

Launched in 1998, Netflix is the world's largest online movie rental service, providing more than one million subscribers with access to a comprehensive library of more than 15,000 DVD titles. For \$19.95 a month, Netflix subscribers can rent as many DVDs as they want, with three movies out at a time, and keep them for as long as they like. There are no due dates and no late fees. DVDs are delivered directly to the subscriber's address by first-class mail from shipping centers throughout the United States. Netflix can reach more than half of its subscribers with generally next-day delivery. The company also provides background information on DVD releases, including critic reviews, member reviews and ratings and personalized movie recommendations. SOURCE Netflix

[Reference]

Message No: Industry: COMPUTER/ELECTRONICS; INTERNET MULTIMEDIA ONLINE; TELEVISION; ENTERTAINMENT; FILM AND MOTION PICTURE;

Copyright © 2006 ProQuest Information and Learning Company. All rights reserved. [Terms and Conditions](#)

[Text-only interface](#)

ProQuest
COMPANY

Set	Items	Description
S1	3386827	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET) () IN
S2	1439421	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT
S3	1287661	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	9284	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVER-Y) (1W) (LIST OR LISTS OR SEQUENCE? ?)
S5	2420465	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	2832151	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR SUPPLY??? OR SUPPLIED
S7	1898629	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N) (ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	731955	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	151	(S1 OR S2) (4N) S3 (15N) S4
S10	264411	S5 (10N) (S7 OR S8)
S11	36	S9 AND S10
S12	30	RD (unique items)
S13	34	S1 (3N) S3 (5N) S4
S14	28	S13 NOT S12
S15	14	S14 NOT PY>2003
File 613:PR Newswire 1999-2006/Sep 19		
(c) 2006 PR Newswire Association Inc		
File 813:PR Newswire 1987-1999/Apr 30		
(c) 1999 PR Newswire Association Inc		
File 634:San Jose Mercury Jun 1985-2006/Sep 17		
(c) 2006 San Jose Mercury News		
File 624:McGraw-Hill Publications 1985-2006/Sep 19		
(c) 2006 McGraw-Hill Co. Inc		

15/3,K/1 (Item 1 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00997828 20030618SFW004 (USE FORMAT 7 FOR FULLTEXT)

Netflix Spotlights the '70s in American Film

PR Newswire

Wednesday, June 18, 2003 06:01 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 610

TEXT:

...On Aug. 26, it will become available for rental exclusively by Netflix members. Members may **add** the **title** to their online rental **queues** now in advance of the release. Members use their queues to list DVDs they want...

15/3,K/2 (Item 2 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00923312 20030123SFTH038 (USE FORMAT 7 FOR FULLTEXT)

Microsoft Debuts WM PLUGINS.COM

PR Newswire

Thursday, January 23, 2003 09:02 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 847

TEXT:

...in offers easy access to more-advanced settings for the Windows Media Player 9 Series **media** library, CD burning and full-screen modes **including** enabling **queue** -it-up on double-click in Windows **Media** Player **Media** Library, enabling and disabling automatic volume leveling on CD burning, enabling and disabling automatic playback...

15/3,K/3 (Item 3 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00802594 20020729SFM017 (USE FORMAT 7 FOR FULLTEXT)

NetCentrex Launches Breakthrough Saga800 Network-Based

PR Newswire

Monday, July 29, 2002 08:30 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 754

TEXT:

...release of version 2.1 of the solution. New features released in version 2.1 **include** :

-- Multi- **media** universal **queue** which allows 100% software routing of all **media** types.

-- De-coupling of supervisor and agent groups from physical boundaries
-- an agent can be...

15/3,K/4 (Item 4 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00800384 20020724SFW010 (USE FORMAT 7 FOR FULLTEXT)

NetCentrex Launches Breakthrough Saga800 Contact Center

PR Newswire

Wednesday, July 24, 2002 08:32 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 761

TEXT:

...release of version 2.1 of the solution. New features released in
version 2.1 **include** :

-- Multi- **media** universal **queue** which allows 100% software routing
of all

media types.

-- De-coupling of supervisor and agent groups from physical boundaries
-- an agent can be...

15/3,K/5 (Item 5 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00666927 20011030SFTU042 (USE FORMAT 7 FOR FULLTEXT)

Make Your Wish List and Check It Twice

PR Newswire

Tuesday, October 30, 2001 08:08 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 818

TEXT:

...be prompted to provide the necessary
account information and then begin their Netflix membership by **adding** all
of
the **movies** they want to see to their **movie queue** - a personal list of
movies
they have selected. Once the account is set up, Netflix automatically
mails
out the first...

15/3,K/6 (Item 6 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00571294 20010511SFF016 (USE FORMAT 7 FOR FULLTEXT)

Alcatel Announces Acquisition of IBM Callpath Technology

PR Newswire

Friday, May 11, 2001 08:00 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 875

...Services (IGS), the world's largest information technology services provider. IGS offers customers Genesys' Universal **Queue** routing for multi- **media** customer interactions, **including** web-based contact center capabilities, combined with a world-class customer relationship management transformation service...

15/3,K/7 (Item 7 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00330038 20000509HSTU047 (USE FORMAT 7 FOR FULLTEXT)

Siemens Delivers Most Comprehensive IP Telephony Solutions Offerings with Hipath 5000 Series Communications Platform

PR Newswire

Tuesday, May 9, 2000 10:51 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,091

...to be switched through to their requested agent or department, or to be held in **queue** if all agents are busy. Other IVR features **include music** -on-hold and the ability to record customer-specific announcements.

The optiClient 360 interface is...

15/3,K/8 (Item 8 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00329987 20000509CLTU017 (USE FORMAT 7 FOR FULLTEXT)

Siemens Introduces Hipath 5300 Communications System - Industry's First Fully H.323 Compliant Rack-Mountable IP-Communications System

PR Newswire

Tuesday, May 9, 2000 10:13 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,160

...to be switched through to their requested agent or department, or to be held in **queue** if all agents are busy. IVR features also **include music** -on-hold and the ability to record customer-specific announcements.

The optiClient 360 application is...

15/3,K/9 (Item 9 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00128407 19990621DCM005 (USE FORMAT 7 FOR FULLTEXT)
Microlog Corporation Signs Letter of Intent With Comsys International BV
PR Newswire
Monday, June 21, 1999 08:00 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 575

...product and services portfolio."

Microlog's unique combines a web-based architecture with a single
queue
for all **media** contacts **including** telephone, web, e-mail, and fax.
unique has
been awarded "Product of the Year" by...

15/3,K/10 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0831650 PH022
MICKEY MANTLE'S TRANSPLANT WAS BY THE BOOK, BY ROB KOCHIK, RN

DATE: June 14, 1995 16:09 EDT WORD COUNT: 727

...confusion about the Mantle case stems from the fact that
many people, members of the **media** and transplant patients **included**, do
not understand how the transplant **waiting list** works. First of all, the
dynamics of the list are different depending on the organ...

15/3,K/11 (Item 2 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0792967 SF006
QUEUE INC. BECOMES LARGEST PUBLISHER OF EDUCATIONAL SOFTWARE; 1,400
TITLES INCLUDING 50 CD-ROMS CURRENTLY AVAILABLE

DATE: February 27, 1995 13:52 EST WORD COUNT: 221

QUEUE INC. BECOMES LARGEST PUBLISHER OF EDUCATIONAL SOFTWARE; 1,400
TITLES INCLUDING 50 CD-ROMS CURRENTLY AVAILABLE

15/3,K/12 (Item 3 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0123112 NYfns2
1989 WINE SPECTATOR NEW YORK WINE EXPERIENCE: OCTOBER 27-29

DATE: November 21, 1988 07:51 E.T. WORD COUNT: 205

...grants in
the wine field. Each year, the event is a sell-out, with long **waiting**
lists. Those interested in assuring a **place** are advised to **book** as
early as possible.

The 1989 New York Wine Experience will feature top winemakers and...

15/3,K/13 (Item 1 from file: 634)
DIALOG(R)File 634:San Jose Mercury
(c) 2006 San Jose Mercury News. All rts. reserv.

05017096
BOMBED BOOKSTORE REOPENS CUSTOMERS' BAGS, PURSES SEARCHED
SAN JOSE MERCURY NEWS (SJ) - Friday, March 3, 1989
By: ABBY COHN, Mercury News Oakland Bureau
Edition: Alameda County/AM Section: Sports Page: 1B
Word Count: 374

... inspection. A store employee said those who refused were not allowed inside.

More names on **waiting list** for **book**

Many visitors Thursday also **placed** their names on a growing list of customers wanting Rushdie's book. It has been...

15/3,K/14 (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2006 McGraw-Hill Co. Inc. All rts. reserv.

0639324
System Administration Relief for OS/2 Notes
R.K.
Open Computing, Vol. 12, No. 2, Pg 83
February, 1995
JOURNAL CODE: UNIX
SECTION HEADING: PRODUCTS ISSN: 0739-5922
WORD COUNT: 285

TEXT:

... Notes administrator can add or remove groups of people from the Notes name and address **book**, **add** or update access control levels for Notes Databases, and **queue** those changes to run during off hours, thus not consuming network resources.

Essential Tools runs...

Set	Items	Description
S1	20643247	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET) () IN
S2	14150265	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT OR MAN-AG???
S3	7750437	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	85015	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVERY OR RENTAL) (1W) (LIST OR LISTS OR SEQUENCE? ?)
S5	15530363	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	889130	(S1 OR S2) (3N) S3
S7	241	S6 (7N) S4
S8	94	S7 (S) S5
S9	58	S8 NOT PY>2003
S10	36	RD (unique items)
File	9:Business & Industry(R)	Jul/1994-2006/Sep 18
	(c) 2006	The Gale Group
File	275:Gale Group Computer DB(TM)	1983-2006/Sep 18
	(c) 2006	The Gale Group
File	621:Gale Group New Prod. Annou. (R)	1985-2006/Sep 18
	(c) 2006	The Gale Group
File	636:Gale Group Newsletter DB(TM)	1987-2006/Sep 18
	(c) 2006	The Gale Group
File	16:Gale Group PROMT(R)	1990-2006/Sep 18
	(c) 2006	The Gale Group
File	160:Gale Group PROMT(R)	1972-1989
	(c) 1999	The Gale Group
File	148:Gale Group Trade & Industry DB	1976-2006/Sep 19
	(c) 2006	The Gale Group

10/3,K/1 (Item 1 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

01871017 Supplier Number: 24682428 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Startup preps hardware-characterization platform -- C-Port tips development system, new partners
(C-Port Corp's C-Ware software tool set and hardware-development system for the upcoming Digital Communications Processors includes media services, buffer services, among others)
Electronic Engineering Times, p 38
June 14, 1999
DOCUMENT TYPE: Journal ISSN: 0192-1541 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 540

ABSTRACT:

...Unit Services, Media Services, among others. The software defines data types and several function descriptions, **including media services**, protocol data-unit services, table services, **queue services**, among others. With the tool set, developers will be able to create applications using C or C++, without moving down into assembly language. The company will provide **users** with a set of Communication Programming Interfaces (CPI). The company also announced alliances with Applied...

10/3,K/2 (Item 2 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

01604646 Supplier Number: 24335233 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Dallas-Based Blockbuster Video Tests Delivery, Pickup System for Rentals (Blockbuster Video (Dallas) hires Streamline Inc (Westwood, MA) to test home delivery of videos)
Dallas Morning News , p N/A
July 28, 1998
DOCUMENT TYPE: Regional Newspaper (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 219

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...directly from its own warehouse and charging customers "competitive" prices, spokeswoman Jill Miller said.

Streamline **customers** can now **add Blockbuster tapes** to their **delivery lists** , which can be faxed, phoned or sent online. Videos are picked up the next week...

...service does not offer the latest releases those available for 30 days or fewer. And **customers** pay \$5.50 for tapes that have been in stores 31 to 60 days. Older...

10/3,K/3 (Item 3 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

00662453 Supplier Number: 23226521 (USE FORMAT 7 OR 9 FOR FULLTEXT)

UB Networks Plugs Into World Wide Web
(Ungermann Bass Networks launches California-based WWW site and offers
secure Web publishing facilities to customers)

Newsbytes News Network, p N/A

June 13, 1995

DOCUMENT TYPE: Journal (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 486

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...Newsbytes.

Having IKE available 24 hours a day is a lot better than having end- **users**
and dealers interact with people in the UB offices, Powell said.
"Listening to hold **music** and being **placed** in a **queue** is no fun. With
the Web service, callers get instant access 24 hours a day...

10/3,K/4 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

02462542 SUPPLIER NUMBER: 67501812 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The Real Revolution.(electronic commerce)(Industry Trend or Event)(Brief
Article)(Column)

SPIRA, JONATHAN

Internet World, 6, 23, 40

Dec 1, 2000

DOCUMENT TYPE: Brief Article Column

ISSN: 1097-8291

LANGUAGE:

English RECORD TYPE: Fulltext

WORD COUNT: 697 LINE COUNT: 00054

... that online commerce has is convenience. Within the confines of my
Web browser, I can **place** a **DVD** rental in the **queue** without going to
the rental store, or order a book right after someone recommends it. What
B2C companies are learning is that **customers** won't pay extra for the
privilege of online shopping. They demand lower prices in...

10/3,K/5 (Item 2 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

01683457 SUPPLIER NUMBER: 15373404 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Global Village OneWorld serves up connections: fax and remote-access
servers are all-in-one network solutions. (includes related article on
product attributes) (Hardware Review) (Global Village Communication)
(Evaluation)

Oski, Jonathan A.

MacWEEK, v8, n20, p41(2)

May 16, 1994

DOCUMENT TYPE: Evaluation

ISSN: 0892-8118

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1756 LINE COUNT: 00141

... or fewer are priority faxes, so they will be moved to the front of
the **queue**. The GlobalFax software is also adept at **managing** address
books. You can import fax address books from a variety of contact

managers, including Portfolio Software Inc.'s Dynodex, Aldus Corp. **Consumer** Division's TouchBase and Spinnaker Software Corp.'s Address Book Pro. Networked **users** can also share address books stored on network file servers.

Global Village's focus on...

10/3,K/6 (Item 3 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

01616597 SUPPLIER NUMBER: 13966523 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The Windows Sources catalog. (catalog to software programs in nine categories) (Buyers Guide)

Windows Sources, v1, n6, p389(16)

July, 1993

DOCUMENT TYPE: Buyers Guide ISSN: 1065-9641 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 12590 LINE COUNT: 01070

... 673-1019 Fax: 603-672-4112 \$79 Requires: 4MB RAM, 1MB hard disk space

Allows **user** to send/receive fax images with up to 16 colors. Supports fax boards compatible with Class 1, Class 2, Send Fax, WorldPort, and Intel's CAS standards. **Includes** phone **book**, ability to edit **send** /receive **queues** for outgoing/incoming faxes, automatic cover sheet generation, and background transmission. Provides zoom, rotate, invert...

10/3,K/7 (Item 4 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

01614460 SUPPLIER NUMBER: 14208571 (USE FORMAT 7 OR 9 FOR FULL TEXT)

LAN fax. (Biscom introduces Faxcom for LAN network-based server solution)

(Brief Article) (Product Announcement)

MIDRANGE Systems, v6, n15, p42(1)

August 10, 1993

DOCUMENT TYPE: Product Announcement ISSN: 1041-8237 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 95 LINE COUNT: 00008

The **user** interface of Faxcom provides features such as account billing, enterprise-wide fax routing, faxing directly from within an application, fax viewing, integration with E, **mail** packages, phone **book** management, and **queue** Control. Faxcom supports a variety of physical network connections including Ethernet and Token-Ring.

Pricing...

10/3,K/8 (Item 5 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

01604677 SUPPLIER NUMBER: 13976647 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Managing documents and workflow, text/image retrieval. (includes related article on Managing Editor Software's Gatherer) (Seybold Special Report on Seybold Seminars)

Seybold Report on Publishing Systems, v22, n17, pS23(12)

May 31, 1993

ISSN: 0736-7260 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 11541 LINE COUNT: 00902

... the Picture features some handy, although not unique, print queue functionality that allows both the **user** and system administrator to control aspects of printing. Both can view a list of jobs in a **queue**. The list contains information **including** job **title**, **user** size and date and time. Information about the current printing job can also be accessed, such as the job status and elapsed printing time. However, **users** can only suspend or delete their own job, whereas the administrator can move jobs between...

10/3,K/9 (Item 6 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01549441 SUPPLIER NUMBER: 13035679 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sam I am. (SCH's SCH:System Administration Manager UNIX management environment) (RS/Review: Products)(Brief Article) (Product Announcement)
MIDRANGE Systems, v5, n23, p19(1)
Dec 8, 1992
DOCUMENT TYPE: Product Announcement ISSN: 1041-8237 LANGUAGE:
ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 85 LINE COUNT: 00007

... management functions. Other SCH management products share the SCH:SAM interface, offering features while shielding **users** from the UNIX command line. These include Q-print, print management utility; Qbatch, batch job scheduler interactive **queue manager**; REELbackup, comprehensive **tape** backup control; and SCH:SAM Toolkit, customization tools for the SCH:SAM environment.
SCH is...

10/3,K/10 (Item 7 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01542327 SUPPLIER NUMBER: 12736424 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Message sent. (Business Partner Solutions' AS/Messenger communications software for the HP 95LX) (Products)(Brief Article) (Product Announcement)
MIDRANGE Systems, v5, n20, p38(1)
Oct 27, 1992
DOCUMENT TYPE: Product Announcement ISSN: 1041-8237 LANGUAGE:
ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 105 LINE COUNT: 00008

Price lists, leads, meeting notices, **customer** data and messages are sent to palmtop **users** from an AS/ 400. PagerPac sends text through paging services to the Motorola NewsStream receiver...

...pasted into or downloaded to the HP 95kX's word processor, spreadsheet. schedule or phone **book**. Message source **includes** any AS/400 terminal, application program, message **queue** or OfficeVision/400.
BPS is located at 2 Salt Creek Ln., Hinsdale, Ill. 60521; (708...

10/3,K/11 (Item 8 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01530521 SUPPLIER NUMBER: 12459964 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Intel SatisFAXtion/400 sports speed and more. (Intel Corp.'s fax/modem board) (Hardware Review) (Reviews: PC) (Evaluation)
Mendelson, Edward
Computer Shopper, v12, n9, p455(1)
Sept, 1992
DOCUMENT TYPE: Evaluation ISSN: 0886-0556 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1051 LINE COUNT: 00080

... a data-communications program.
The FAX software is a menu-driven program that lets you **manage** phone **books** , select and **queue** files for FAXing, and view and print incoming FAXes. Unfortunately, it's essentially the same...

...came with earlier SatisFAXtion boards, so it has an awkward interface and a primitive graphics **viewer** that's pretty much useless without a mouse.

You can tell the software to save...

10/3,K/12 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

04066282 Supplier Number: 131706506 (USE FORMAT 7 FOR FULLTEXT)
Netflix Spotlights the '70s in American Film: Filmmakers and Movie Experts Discuss Impact on American Culture; Leading DVD Rental Company Introduces a New Generation to Cinematic Milestones.
PR Newswire, pNA
June 18, 2003
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 581

... IFC Aug. 20. On Aug. 26, it will become available for rental exclusively by Netflix **members** . **Members** may **add** the **title** to their online rental **queues** now in advance of the release. **Members** use their queues to list DVDs they want to rent from Netflix's comprehensive library
...

10/3,K/13 (Item 2 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

03496565 Supplier Number: 106083507 (USE FORMAT 7 FOR FULLTEXT)
TriggerFingers Games Announces Video Game Subscription Service; Game Rental Web Site Offers the Latest Game Titles and No Late Fees.
PR Newswire, pNA
July 31, 2003
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 495

... rental service to provide personal feedback to all customer comments."

Depending on the membership level, **users** can request up to five games at a time, while maintaining an online list -- or queue -- of desired titles. These games arrive at the **customer**'s home within a few days and include a prepaid return package. TriggerFingers has no due dates or late fees, and **members** are allowed to keep the games as long as they like. When finished, the **user** mails the game back to the company using the prepaid envelope and TriggerFingers **sends** out the next **title** on their **queue**.

In addition to offering the lowest monthly memberships and convenient access, TriggerFingers is currently the...

10/3,K/14 (Item 3 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2006 The Gale Group. All rts. reserv.

02882631 Supplier Number: 74425863 (USE FORMAT 7 FOR FULLTEXT)

Alcatel Announces Acquisition of IBM CallPath Technology.

PR Newswire, pNA

May 11, 2001

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 905

... and IBM Global Services (IGS), the world's largest information technology services provider. IGS offers **customers** Genesys' Universal **Queue** routing for multi-**media customer** interactions, **including** web-based contact center capabilities, combined with a world-class **customer** relationship management transformation service. IGS professionals have been trained and certified on the entire line of Genesys **customer** contact center solutions to provide fast, global, system integration and implementation of Genesys solutions. Included...

10/3,K/15 (Item 4 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2006 The Gale Group. All rts. reserv.

02788514 Supplier Number: 69403391 (USE FORMAT 7 FOR FULLTEXT)

eOn Communications Announces Web Chat Capability for Customer Contact Centers and e-Centric Businesses.

PR Newswire, pNA

Jan 23, 2001

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 888

... application that allows both local and remote agents to respond to chat requests.

By providing **customers** with direct Web-based service and real-time assistance, Agent WebSpace can increase buy-to-browse ratios, improve **customer** service, reduce costs associated with telephone-based service, and make the Web visit a more pleasant and productive experience for the **customer**. By clicking a button located on the Web site, a **customer** can request a chat session with an available representative. The WebCenter's fully blended **media queue manages** all Web-based interactions, offering complete control for e-commerce sites and call center management

...
...e-mail and Web communications using skills-based, dynamic and priority routing options, ensuring that **customers** can communicate with the most

qualified agents in the least amount of time. Additionally, extensive...

10/3,K/16 (Item 5 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

02742793 Supplier Number: 67461625 (USE FORMAT 7 FOR FULLTEXT)
Nielsen Media Research Powers Vital Client Reporting Systems With Sun Servers And Storage.
PR Newswire, pNA
Nov 29, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1118

... bandwidth of the arrays combined with the processing power of the Sun server enabled Nielsen **Media** Research to improve **delivery** of information to **customers**, eliminating long **queue** times.

"There was a tremendous customer response when we implemented the Sun Enterprise 10000 server...

10/3,K/17 (Item 6 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

02523324 Supplier Number: 62439562 (USE FORMAT 7 FOR FULLTEXT)
Baan Extends its Business-to-Business Sales And Marketing Solution With Launch of New E-CRM Suite.
PR Newswire, pNA
May 24, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 914

... telephone, Web or email -- can also be managed by the interaction team. Incoming interactions are **managed** in one multi- **media queue**, identified automatically, prioritized by reference to **customer** or prospect data, and allocated to the most appropriate team **member**.

The call or interaction centre team is supported by advanced information resources in all the...

10/3,K/18 (Item 7 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

02452138 Supplier Number: 61400615 (USE FORMAT 7 FOR FULLTEXT)
eOn Communications Corporation(TM) (eOn) Introduces Enhancements For its Linux(TM)-Based Communications Servers.
PR Newswire, p9361
April 7, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 418

... different is that we treat e-mail and web interactions just like voice calls, allowing **customers** to communicate in any form of media with the most qualified agent," said Robert R...

...customized, dynamic and skill-based voice routing techniques to Internet interactions, including the ability to **manage** multiple contact **media** in single or multiple **queues**. The eOn Web Center gives Contact Center managers the control they need to use agent and equipment resources more efficiently, and ultimately, to provide the best **customer** service possible."

eOn also announced a new Voice over Internet Protocol (VoIP) card for the...

10/3,K/19 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

05208202 Supplier Number: 66505521 (USE FORMAT 7 FOR FULLTEXT)
PHILIPS ACKNOWLEDGES ROLE ON DVR-BLUE.(Company Business and Marketing)
Consumer Electronics, v20, n44, pNA
Oct 30, 2000
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1145

... Buma said competitive advantage of DVD+RW would be little-publicized "edit" mode, which lets **user** change **order** of **sequences** and **insert** and replace. Edited DVD +RW disc then is temporarily fixed or finalized to play in existing players. Buma told...

10/3,K/20 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

05208168 Supplier Number: 66502758 (USE FORMAT 7 FOR FULLTEXT)
PHILIPS ACKNOWLEDGES ROLE ON DVR-BLUE.
Audio Week, v12, n43, pNA
Oct 30, 2000
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1147

... Buma said competitive advantage of DVD+RW would be little-publicized "edit" mode, which lets **user** change **order** of **sequences** and **insert** and replace. Edited DVD +RW disc then is temporarily fixed or finalized to play in existing players. Buma told...

10/3,K/21 (Item 3 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

04853294 Supplier Number: 67499563 (USE FORMAT 7 FOR FULLTEXT)
Nielsen Media Research powers vital client reporting systems with Sun servers and storage; 70-terabyte Sun Enterprise Server and Sun StorEdge Array Installation eliminates lengthening processing queues while reducing floorspace issues.
M2 Presswire, pNA
Nov 30, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade

Word Count: 1117

... bandwidth of the arrays combined with the processing power of the Sun server enabled Nielsen **Media** Research to improve **delivery** of information to **customers**, eliminating long **queue** times.

"There was a tremendous customer response when we implemented the Sun Enterprise 10000 server...

10/3,K/22 (Item 4 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

04705211 Supplier Number: 63044867 (USE FORMAT 7 FOR FULLTEXT)

Baan extends its business-to-business sales and marketing solution with launch of new e-CRM suite; BaanFrontOffice Interaction enables companies to extend sales and marketing activities with new email, web, and telephone capabilities.

M2 Presswire, pNA

June 29, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 990

... telephone, Web or email - can also be managed by the interaction team. Incoming interactions are **managed** in one multi- **media queue**, identified automatically, prioritised by reference to **customer** or prospect data, and allocated to the most appropriate team **member**.

The call or interaction centre

10/3,K/23 (Item 5 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

02762467 Supplier Number: 45605716 (USE FORMAT 7 FOR FULLTEXT)

UB Networks Plugs Into World Wide Web 06/13/95

Newsbytes, pN/A

June 13, 1995

Language: English Record Type: Fulltext

Document Type: Newswire; General Trade

Word Count: 509

... Newsbytes.

Having IKE available 24 hours a day is a lot better than having end-**users** and dealers interact with people in the UB offices, Powell said.

"Listening to hold **music** and being **placed** in a **queue** is no fun. With the Web service, callers get instant access 24 hours a day...

10/3,K/24 (Item 6 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

01953747 Supplier Number: 43461306 (USE FORMAT 7 FOR FULLTEXT)

SCH

Bank Automation News, v4, n23, pN/A

Nov 18, 1992

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 181

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...of use and a consistent interface to UNIX across platforms, with benefits for both end **users** and resellers. It also integrates several utilities for improved control of system resources. The system...

...environments. Other SCH management products share the SCH:SAM interface, offering advanced features while shielding **users** from the UNIX command line: Qprint--print management utility; Qbatch--batch job scheduler interactive **queue manager**; REELbackup--comprehensive **tape** backup control; SCH:SAM Toolkit--customization tools for the SCH:SAM environment. Each of these...

10/3,K/25 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2006 The Gale Group. All rts. reserv.

10628823 Supplier Number: 106141822 (USE FORMAT 7 FOR FULLTEXT)

DVD video net rental takes off.

Kipnis, Jill

Billboard, v115, n31, p1(2)

August 2, 2003

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; General

Word Count: 1828

... expand or join the business, customer-friendly features will be critical.

Walmart.com and Netflix **users** make lists of the movies they would like to view. Netflix calls this a **customer** ' s " **queue** ."

Customers are automatically **sent** other **DVDs** listed in their **queue** after they return previous rentals to Netflix by **mail** . Netflix also recommends **DVD** titles based on **customers** ' **queue** preferences. It sends out about 30 million personal recommendations daily.

Video suppliers praise this feature...

10/3,K/26 (Item 2 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2006 The Gale Group. All rts. reserv.

10580534 Supplier Number: 104694536 (USE FORMAT 7 FOR FULLTEXT)

Hillary Clinton's roadshow sweeps into town; She was well-rehearsed. The questions were the same and so were the answers. Even the anecdotes came round a second time. Becky Barrow reports.(News)

Barrow, Becky

Daily Telegraph (London, England), p12

July 5, 2003

Language: English Record Type: Fulltext

Document Type: Newspaper; General

Word Count: 739

... insight of the Mrs Clinton show. In less than 24 hours, starting on Thursday, she **managed** to attend a **book** signing in Piccadilly, which attracted a long **queue** of **fans** including two inexplicably

10/3,K/27 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

08647991 Supplier Number: 74798782 (USE FORMAT 7 FOR FULLTEXT)

2001 CT Expo Best of Show Awards.(Industry Trend or Event)

Computer Telephony, v9, n4, p62

April, 2001

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 14698

... s most crucial components, at this year's CT Expo. Internet Contact applies Genesys' Universal **Queue** model to multiple incoming **media**, **including** email, chat, web callback, and VoIP. New features in G6 more tightly integrate these various...

...now handle multiple chat sessions simultaneously, and also "transfer" a live chat session, along with **customer** data, to other agents or supervisors. G6 Internet Contact has also added web-based forms on email traffic in the contact center. By structuring **customer** input data up front, and applying standard skills-based routing and queuing methods, web forms can be handled more quickly and efficiently than email. G6 also includes enhanced agent/ **customer** collaboration features, like co-browsing and forms sharing, to assist in e-commerce transactions.

GOLD...

10/3,K/28 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

06471782 Supplier Number: 55075105 (USE FORMAT 7 FOR FULLTEXT)

Microlog Selling European Operation To Comsys International BV.

Software Industry Report, v31, n13, p3

July 5, 1999

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 155

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...employees will become Comsys employees, and Comsys will take over responsibility for servicing existing Microlog **customers** and VARs in Europe. The agreement covers Intel and uniQue products and related services for...

...distributorship for uniQue. Microlog's uniQue tool combines a web-based architecture with a single **queue** for all **media** contacts **including** telephone, web, e-mail, and fax. Comsys, with headquarters in Zeist, The Netherlands, is a...

...a family of Contact Center solutions including interactive communications systems and software applications that improve **customer** service.

10/3,K/29 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

03447006 Supplier Number: 44805724 (USE FORMAT 7 FOR FULLTEXT)

Hogg Robinson Systems

UNIX News, p69

July, 1994

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 114

... has just been provided with a Windows interface, also supports telex messages from the desktop. **Users** select their mailing list from their personal or system-wide **mailing books** then the system **queues** the message for sending.

The product also includes a least-cost routing facility, ensuring that...

10/3,K/30 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

14965090 SUPPLIER NUMBER: 91044323 (USE FORMAT 7 OR 9 FOR FULL TEXT)

You've got DVD-mail.(Brief Article)

Morris, Holly

U.S. News & World Report, 71

Sept 9, 2002

DOCUMENT TYPE: Brief Article ISSN: 0041-5537 LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 328 LINE COUNT: 00028

TEXT:

...mailing costs for the lightweight disks, do away with due dates and late fees. Users **add** desired **movies** to a "**queue** ." When a disk is returned, the next in the queue is sent out.

10/3,K/31 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

08214037 SUPPLIER NUMBER: 17404910 (USE FORMAT 7 OR 9 FOR FULL TEXT)

User Friendly Addressing Utility Available for cc:Mail Users; Interface for cc:Mail Users also on the Internet.

Business Wire, p10230140

Oct 23, 1995

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 572 LINE COUNT: 00056

... needs by dividing it into as many address books as desired. All addresses in that **book** will be **sent** to the same gateway **queue** without **user** intervention.

A user can create any number of his own private mailing lists, create entries...

10/3,K/32 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

07762726 SUPPLIER NUMBER: 16684413 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The choices for taking inventory - and control: a menu of possibilities is available to stores that want to install - or upgrade - computer inventory control systems.(Directory)

Stander, Bella

Publishers Weekly, v242, n12, p33(3)

March 20, 1995

DOCUMENT TYPE: Directory ISSN: 0000-0019

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3298 LINE COUNT: 00284

... Multi-user; expandable. POS; ordering; receiving; returns; stock replenishment; bar code scanning and printing; special **orders** ; mailing **list** and labels; reports; **includes** a 125,000- **title** database (mostly from Ingram Ready System). Integrated accounting and general merchandise packages available.

Target user...

10/3,K/33 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

06511964 SUPPLIER NUMBER: 13989738 (USE FORMAT 7 OR 9 FOR FULL TEXT)

How to evaluate list sources for telemarketing.

Telemarketing, v11, n11, p72(2)

May, 1993

ISSN: 0730-6156

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1233 LINE COUNT: 00091

... in the country. It orders lists by several categories, including: subject, title, owner, business lists, **consumer** lists, market, etc. It also gives you the name of the owners of the lists...

10/3,K/34 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

06101238 SUPPLIER NUMBER: 12489837 (USE FORMAT 7 OR 9 FOR FULL TEXT)

American Showcase back in the mail. (mail order business)

Catalog Age, v9, n8, p22(1)

August, 1992

ISSN: 0740-3119

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 381 LINE COUNT: 00030

... was available for catalog requests and order-taking; it was also the first time that **customers** could use the JCB credit card, Japan's major card, to purchase American Showcase catalog...

10/3,K/35 (Item 6 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

04839256 SUPPLIER NUMBER: 09012130 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Target marketing: who's doing what.

Rich, Cary Peyton

Folio: the Magazine for Magazine Management, v19, n11, p140(6)

Nov 1, 1990

ISSN: 0046-4333

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2834 LINE COUNT: 00227

... its list of 2.5 million names. The bulk comes from subscribers, the rest from **book** and **mail orders**. The **list** was enhanced with outside lists, says John O'Donnell, associate publisher, circulation. "The list itself...

10/3,K/36 (Item 7 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

02491384 SUPPLIER NUMBER: 03987526 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Computer-link cost escalates.

Sandler, Susan

Supermarket News, v35, p1(2)

Oct 21, 1985

ISSN: 0039-5803

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 713

LINE COUNT: 00059

... books, directstore-delivery authorized lists, pharmacy updates, meat systems, energy management systems, lotteries, voice lines, **customer** service, interstore communications, links to DSD vendors, electornic shelf displays, coupon dispensing systems, automatic teller machines, **consumer** ordering systems and direct debit at the point of sale.

He used Supermarkets General Corp...

Set	Items	Description
S1	16527065	ADD OR ADDS OR ADDED OR ADDING OR INCLUD??? OR INSERT??? OR APPEND??? OR PLACE? ? OR PLACING OR (PUT OR SET)()IN
S2	10423871	DELIVER??? OR SHIP??? OR MAIL??? OR SEND??? OR SENT OR MAN-AG???
S3	8996448	MEDIA OR MOVIE? ? OR FILM OR FILMS OR BOOK? ? OR TITLE? ? - OR MUSIC OR DVD OR DVDS OR VHS OR HVSS OR TAPE? ?
S4	149614	QUEUE OR QUEUES OR (WAIT OR WAITING OR ORDER??? OR DELIVERY OR RENTAL) (1W) (LIST OR LISTS OR SEQUENCE? ?)
S5	9824089	SUBSCRIBER? ? OR MEMBER? ? OR USER OR USERS OR FAN OR FANS OR VIEWER? ? OR CONSUMER? ? OR CUSTOMER? ?
S6	10517251	DEFIN??? OR SPECIFY? OR SPECIFI?? OR SET OR PROVID??? OR S-UPPLY??? OR SUPPLIED
S7	8798090	PRIORITY OR PRIORITIES OR ORDER??? OR RANK??? OR DELIVERY(-1N) (ORDER OR POSITION) OR SPECIFICATION? ? OR CONDITION? ? OR REQUIREMENT? ? OR SETTING? ? OR DIRECTION? ?
S8	3457614	RULE OR RULES OR GUIDELINE? ? OR PARAMETER? ? OR PROFILE? ?
S9	721088	(S1 OR S2) (4N)S3
S10	254	S9(15N)S4
S11	412704	S5(7N) (S7 OR S8)
S12	18	S10(4S)S11
S13	16	S12 NOT PY>2003
S14	14	RD (unique items)
File	47:	Gale Group Magazine DB(TM) 1959-2006/Sep 18 (c) 2006 The Gale group
File	570:	Gale Group MARS(R) 1984-2006/Sep 18 (c) 2006 The Gale Group
File	635:	Business Dateline(R) 1985-2006/Sep 14 (c) 2006 ProQuest Info&Learning
File	476:	Financial Times Fulltext 1982-2006/Sep 20 (c) 2006 Financial Times Ltd
File	477:	Irish Times 1999-2006/Sep 19 (c) 2006 Irish Times
File	710:	Times/Sun.Times(London) Jun 1988-2006/Sep 19 (c) 2006 Times Newspapers
File	711:	Independent(London) Sep 1988-2006/Sep 19 (c) 2006 Newspaper Publ. PLC
File	756:	Daily/Sunday Telegraph 2000-2006/Sep 19 (c) 2006 Telegraph Group
File	757:	Mirror Publications/Independent Newspapers 2000-2006/Sep 19 (c) 2006
File	387:	The Denver Post 1994-2006/Sep 18 (c) 2006 Denver Post
File	471:	New York Times Fulltext 1980-2006/Sep 19 (c) 2006 The New York Times
File	492:	Arizona Repub/Phoenix Gaz 19862002/Jan 06 (c) 2002 Phoenix Newspapers
File	494:	St LouisPost-Dispatch 1988-2006/Sep 18 (c) 2006 St Louis Post-Dispatch
File	631:	Boston Globe 1980-2006/Sep 18 (c) 2006 Boston Globe
File	633:	Phil.Inquirer 1983-2006/Sep 18 (c) 2006 Philadelphia Newspapers Inc
File	638:	Newsday/New York Newsday 1987-2006/Sep 18 (c) 2006 Newsday Inc.
File	640:	San Francisco Chronicle 1988-2006/Sep 17 (c) 2006 Chronicle Publ. Co.
File	641:	Rocky Mountain News Jun 1989-2006/Sep 19 (c) 2006 Scripps Howard News
File	702:	Miami Herald 1983-2006/Sep 15 (c) 2006 The Miami Herald Publishing Co.

File 703:USA Today 1989-2006/Sep 18
 (c) 2006 USA Today
File 704:(Portland)The Oregonian 1989-2006/Sep 16
 (c) 2006 The Oregonian
File 713:Atlanta J/Const. 1989-2006/Sep 17
 (c) 2006 Atlanta Newspapers
File 714:(Baltimore) The Sun 1990-2006/Sep 17
 (c) 2006 Baltimore Sun
File 715:Christian Sci.Mon. 1989-2006/Sep 19
 (c) 2006 Christian Science Monitor
File 725:(Cleveland)Plain Dealer Aug 1991-2006/Sep 18
 (c) 2006 The Plain Dealer
File 735:St. Petersburg Times 1989- 2006/Sep 18
 (c) 2006 St. Petersburg Times

14/3,K/1 (Item 1 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)

(c) 2006 The Gale group. All rts. reserv.

04210118 SUPPLIER NUMBER: 16684413 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The choices for taking inventory - and control: a menu of possibilities is available to stores that want to install - or upgrade - computer inventory control systems.(Directory)

Stander, Bella

Publishers Weekly, v242, n12, p33(3)

March 20, 1995

DOCUMENT TYPE: Directory ISSN: 0000-0019

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3298 LINE COUNT: 00284

... 5249.

Contact: Dennis Flanagan, MBS Systems

Features: Runs on the IBM AS/400 line. Multi- **user** ; expandable. POS; **ordering** ; receiving; returns; stock replenishment; bar code scanning and printing; special **orders** ; mailing **list** and labels; reports; **includes** a 125,000- **title** database (mostly from Ingram Ready System). Integrated accounting and general merchandise packages available.

Target user...

14/3,K/2 (Item 2 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)

(c) 2006 The Gale group. All rts. reserv.

03539326 SUPPLIER NUMBER: 10332137 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Garden books: sturdy growth: deep-rooted backlist, colorful regional varieties, nostalgia and wish-fulfillment drive a flourishing genre. (includes related articles on what experts buy, and on children's gardening books)

Shapiro, Cecile; Stander, Bella

Publishers Weekly, v238, n8, p16(8)

Feb 8, 1991

CODEN: PWEEA

ISSN: 0000-0019

LANGUAGE: ENGLISH

RECORD TYPE:

FULLTEXT

WORD COUNT: 4674 LINE COUNT: 00370

... Baron (Fulcrum). Gorill seeks out remainders, titles from small publishers and self-published books, and **customers order** them faithfully, "perhaps because they can't find them in bookstores."

Pinetree's small operatin...

...American Horticulture Society's Garden Book Catalog, the last of which initiated its 1200-item **mail - order list** of gardening **books** in spring 1990. All offer discounts, under various terms, and all send out regular mailings...

14/3,K/3 (Item 1 from file: 570)

DIALOG(R)File 570:Gale Group MARS(R)

(c) 2006 The Gale Group. All rts. reserv.

02357632 Supplier Number: 99752440 (USE FORMAT 7 FOR FULLTEXT)

Health Issues new-to-market names via IDM. (List File).(health book publisher offers mail order list through Independent Direct Marketing)(Brief Article)

Precision Marketing, p23(1)
Dec 20, 2002
ISSN: ISSN: 0955-0836
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 184

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Health Issues, the health **book** publisher, has released is mail **order list** of 63,446 named **customers** through Independent Direct Marketing (IDM). The new-to-market list consists of individuals who have...

14/3,K/4 (Item 2 from file: 570)

DIALOG(R)File 570:Gale Group MARS(R)
(c) 2006 The Gale Group. All rts. reserv.

02041237 Supplier Number: 70659733 (USE FORMAT 7 FOR FULLTEXT)
PICKING UP THE PIECES.(Bits and Pieces' marketing ups and downs in the United Kingdom)
LAVERY, KEVIN
Target Marketing, v24, n2, p92
Feb, 2001
ISSN: 0889-5333
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1331

... 1.2 million mailings were sent to previous buyers, charity donors and third-party, mail- **order lists** .

Another million digest-sized **books** were used as loose **inserts** in some of the more upscale U.K. national press and women's magazines--an...

...A FANTASTIC VOYAGE

Results far exceeded the cataloger's expectations, and the vast majority of **customer orders** were satisfied well in advance of the Christmas deadline, generating profits from both prospects and...

14/3,K/5 (Item 3 from file: 570)

DIALOG(R)File 570:Gale Group MARS(R)
(c) 2006 The Gale Group. All rts. reserv.

01834121 Supplier Number: 58362016 (USE FORMAT 7 FOR FULLTEXT)
10 reasons new catalogs fail ... and what to do about it.
Schmid, Jack
Catalog Age, v16, n13, p60
Dec, 1999
ISSN: 0740-3119
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1972

... source of the company's growth.

To avoid this pitfall: Historically catalogers have relied on **rental lists** to build their customer files, but **mailers** are increasingly using alternative **media** --promotional activities such as the Internet, space ads, package inserts, card decks, and trade shows...everything in

your power to grow, nurture, and retain buyers. Identify opportunity segments (your best **customers**) and problem segments (buyers with low average **orders** and lapsed **customers**), and develop plans for targeting these groups.

8. Your company lacks the analytical skills to...

14/3,K/6 (Item 4 from file: 570)

DIALOG(R)File 570:Gale Group MARS(R)

(c) 2006 The Gale Group. All rts. reserv.

01343364 Supplier Number: 43614112 (USE FORMAT 7 FOR FULLTEXT)

Miller: Business Direct Marketing Tools Often Go Under-Utilized by Clients

Business Marketing, v0, n0, pS6

Feb, 1993

ISSN: 1087-948X

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 838

While **consumer** mail **order** got its start in the late 1800s, first with Wards and then Sears, business mail...

...a pencil and a columnar pad were the tools of choice. For many years we **ordered** prospect **lists** on gummed labels, an original and three carbon copies.

Every three months, we would **mail** a new **book** , using one set of labels. Obviously, the list wasn't updated for a full year...

14/3,K/7 (Item 1 from file: 635)

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

0385119 93-36214

Caller ID not high on a lot of agendas

Sather, Jeanne

Puget Sound Business Journal (Seattle, WA, US), V13 N46 s1 p24

PUBL DATE: 930402

WORD COUNT: 1,285

DATeline: Seattle, WA, US

TEXT:

...answering machine."

The best application for caller ID is for in-bound telemarketing, where the **customer** calls in for information or to **order** a product.

"If you receive 25,000 calls a day, and you can make each...

...be used to prioritize calls so that better customers move to the head of the **queue** of waiting calls, Lynde West points out.

Harry Grandstrom, **media** relations **manager** for U S West, says caller ID can help small businesses improve efficiency, personalize their...

14/3,K/8 (Item 2 from file: 635)

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

0106444 89-30337

Wide Selection Critical in Competitive Video Market

Foucault, Nicole

Northern Ontario Business (Sudbury, ONT, Canada), V9 N11 s1 p1

PUBL DATE: 890800

WORD COUNT: 829

DATELINE: ONT, Canada

TEXT:

...Bay, says his store has been successful, despite increasing competition, because it "knows what its **customers** want."

"We're very careful when we **order** movies not to overkill or flood it. If somebody comes in to get a new...

...chances are they'll rent something else," says Marleau. "The key is to keep your **customer** happy. If that involves **ordering** movies, reserving movies or putting them on **waiting lists** that's what you do."

Rick Villeneuve, **manager** of House of **Movies** in Sudbury, recently relocated his movies from his electronics store to a separate location in ...

14/3,K/9 (Item 1 from file: 477)

DIALOG(R)File 477:Irish Times

(c) 2006 Irish Times. All rts. reserv.

00393534 03010800167 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Hanging a right for Leon's diner

The 'Main Street of America' and the 'Mother Road' it has become a motoring icon. So where else would you find Geoff Hill

Irish Times, CITY ED, P 52

Wednesday, January 8, 2003

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

SECTION HEADING: MOTORS; A MONTH ON ROUTE 66

Word Count: 1,047

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...Like many famous American food outlets, it was a hole in the wall from which **customers** **ordered**, then sat in their cars and tucked in. Sort of like a drive-in movie without the **movie**. I took my **place** in the **queue** and finally arrived at the window.

If you've ever eaten in America, you will...

14/3,K/10 (Item 1 from file: 756)

DIALOG(R)File 756:Daily/Sunday Telegraph

(c) 2006 Telegraph Group. All rts. reserv.

00157339 607505593 (USE FORMAT 7 FOR FULLTEXT)

Starting out

Wendy Grossman

Daily Telegraph, p35

Monday, September 30, 2002

JOURNAL CODE: DT LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSPAPER SECTION HEADING: City; Your business
WORD COUNT: 735

TEXT:

...letter box with a flat, square bulge in it. The bulge is a thin, plastic **mailer** containing a **DVD movie**, one of nine currently in a rental **queue**
I keep online at DVDsonTap. Watch the movie, stick the **DVD** back in the **mailer**,
drop it in the provided pre-addressed, stamped envelope, and into the post box.
A...

...copy, how many copies of a popular title the company should order, and spits out **orders** for suppliers and address labels for **subscribers**.
Essentially, everything except the actual packing and unpacking of the DVDs is automated from the...

14/3,K/11 (Item 1 from file: 757)

DIALOG(R)File 757:Mirror Publications/Independent Newspapers
(c) 2006. All rts. reserv.

01412172 545309373 (USE FORMAT 7 FOR FULLTEXT)

He's set to cast his spell - again

JOURNAL, p3

Tuesday, June 17, 2003

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSPAPER

WORD COUNT: 232

...Blackett Street,
Newcastle, said "well over 1,000" copies of the book had been pre- **ordered**
at
the branch by **customers** and **queues** were expected.

The **books** won't be **delivered** to branches until the end of the week (no review copies have been issued).

Mr...

14/3,K/12 (Item 1 from file: 494)

DIALOG(R)File 494:St LouisPost-Dispatch

(c) 2006 St Louis Post-Dispatch. All rts. reserv.

11777150

MAIL-ORDER MOVIE RENTALS ATTRACT INDUSTRY GIANTS

St. Louis Post Dispatch (SL) - Friday, October 4, 2002.

By: Michael Liedtke

Edition: FIVE STAR LIFT Section: BUSINESS Page: C8

Word Count: 1,023

TEXT:

... to subscribers, who return the movies in postage-paid return envelopes.
Once Netflix gets a **movie** back, the company **mails** the next available **DVD** on each **subscriber**'s online **order list**.

The concept has emerged as one of the Internet's biggest subscription services, with Netflix...

14/3,K/13 (Item 1 from file: 633)
DIALOG(R)File 633:Phil.Inquirer
(c) 2006 Philadelphia Newspapers Inc. All rts. reserv.

12208057
'Business-method' patents mar innovation, critics say Experts argue whether broad patent protections slow creativity or inspire it.
Philadelphia Inquirer (PI) - Sunday, July 27, 2003
By: Justin Pope ASSOCIATED PRESS
Edition: CITY-D Section: BUSINESS Page: C03
Word Count: 1,073

... over whether Barnesandnoble.com's "Express Lane" feature infringed on Amazon's patent for letting **customers** complete their **orders** with one click. The parties settled, but not before Barnesandnoble.com shut down the feature...

... month, Netflix won a patent for the technology that allows customers to set up a **rental list** of **movies** they want **mailed** to them. The news sent Netflix's stock soaring; investors bet it would help the...

14/3,K/14 (Item 1 from file: 702)
DIALOG(R)File 702:Miami Herald
(c) 2006 The Miami Herald Publishing Co. All rts. reserv.

11781087
WAL-MART, OTHER BIG COMPANIES CONSIDER RENTING DVDS BY MAIL
Miami Herald (MH) - Tuesday, October 8, 2002
By: MICHAEL LIEDTKE, Associated Press
Edition: Final Section: Business Page: 8C
Word Count: 588

... to subscribers, who return the movies in postage-paid return envelopes. Once Netflix gets a **movie** back, it **mails** the next available **DVD** on each **subscriber**'s online **order list**.

The concept has emerged as one of the Internet's biggest subscription services.

Bentonville, Ark...